



Anna McArthur
Garden Design

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A guide to the design process and my terms & conditions

- (1) First have a look at the questionnaire. This will help you focus on what you want in your garden and will give me a clearer picture of your needs.
- (2) Once you have looked at the questionnaire, contact me and we can arrange an appointment to discuss your requirements.
- (3) During the first consultation I can show you examples of my work and we will look at your garden and discuss your answers to the questionnaire. You can then decide if you would like me to design your garden, and if you do, the next stage is to arrange a second visit
- (4) During the second visit I will do a detailed survey your garden and take photos. This process can take two to three hours, and I will often need to return for more detailed measurements, dependent on the complexity of the garden. If the site is very complex a surveyor may be needed – if this is the case I can arrange this for you.
- (5) With the information gained from the survey, an initial plan will be drawn up taking into account all the things that we have discussed, we may then have one or more further consultations before a detailed concept plan is drawn up.
- (6) Once the concept plan has been finalised, if you have asked, I will draw up a detailed planting plan (with plant care information, if required), and this will be submitted to you for final approval.
- (7) If you would like, I can monitor the project and source plants and materials, working with contractors that you have found, contractors that I have suggested, or with you, if you have decided to do the garden yourself.

Terms & Conditions

- (1) The initial consultation is free unless the mileage is more than 30 miles when I will charge travel expenses.
- (2) Should you decide to retain my services as a garden designer my standard rates are as follows;
 - (a) Design £30 per hour
 - (b) Project monitoring and site visits during construction £30 per hour
 - (c) Planting advice or garden consultation £35 per hour

As a rough guide, usually the costs for

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| - a concept plan only are between | £400 - £750 |
| - a planting plan only are between | £300 - £700 |
| - a planting plan and full design are between | £600 – 1200 |

The above rates are a guide and rates vary depending on the size of the garden and the complexity of the design. Travel time will be charged at the hourly rate.

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- (3) Should you retain me for project monitoring it must be noted that you are responsible for the employment etc of any contractors etc, although I can suggest contractors and can oversee the project if you would like - see (b)
- (4) In the unlikely event that you should wish to terminate my services before the completion of a project you will need to notify me in writing as soon as possible. I will invoice you for the time taken to that point plus a £50.00 cancellation fee – settlement is expected within 7 days.
- (5) Unless otherwise negotiated and agreed in writing, payment is due 7 Days from the date of invoicing. Unless the project is small, I will invoice you at the end of each stage of the project for work done until that point.
- (6) **Please note: all prices given for purchasing of plants, raw materials, work by contractors etc are estimates and not a fixed quote.**
- (7) I can supply you with a plant list, for you to source you own plants, or I can supply them for you. If I supply the plants (usually from wholesale nurseries) there will be a small percentage charge to cover ordering, arrangement of deliveries etc.
- (8) Once plants or materials have been agreed to, ordered and delivered, the suppliers cannot change the items delivered except under exceptional circumstances.
- (9) Once plants have been delivered to you, their care is your responsibility – and remember to keep watering them once they have been planted!
- (10) Work undertaken by any contractors, whether the project is monitored by me or not, is the responsibility of the contractor - I cannot be held liable for any damage to services or property caused by the contractors.
- (11) Where necessary supplier invoices will be made out to you.
- (12) Where appropriate I will be allowed to display a sign stating that the garden is being designed by me.
- (13) Unless otherwise agreed, plans and images of your garden can be used in subsequent promotions (such as on www.annamcarthur.co.uk) to illustrate work done by Anna McArthur Garden Design
- (14) If it is necessary for me to be away for one or more nights then arrangements will need to be made for accommodation – please phone to discuss this.
- (15) Office hours – **Please** do not call me on a Sunday (if you are not free to make contact at another time please only send e-mails on a Sunday). I am usually available between 9am and 6pm Monday – Friday and often on Saturday mornings. If it is not possible to call before 6pm, please do not call after 8pm. If you do not get a reply on my landline, either leave a message, or you could try my mobile – although it is sometimes not possible to answer it.

Signed

Date

Client