GARDEN MAINTENANCE SUBSCRIPTION

Terms & Conditions

1. Service

Park Street Maintenance provides scheduled garden maintenance visits under the selected subscription plan. Visits are available Monday to Friday only and each day visit is limited to a maximum of 7 working hours. Work may include lawn mowing and edging, weeding, pruning, light hedge trimming, deadheading, leaf clearing, general tidying and seasonal garden maintenance.

2. Subscription & Payment

Subscription fees are payable monthly in advance. The customer's selected plan determines the number of day visits included each month. The subscription remains active for each paid monthly period unless cancelled in accordance with these terms.

3. Unused Hours & Visits

Included hours and visits are reserved for the customer's subscription period. If the customer chooses not to use all of the available hours during a booked visit, or does not use an included visit within that monthly period, the unused time does not roll over, is not exchangeable for cash and is not refundable. This does not affect the customer's statutory rights, including where Park Street Maintenance fails to provide an agreed service.

4. Customer Cancellation / Missed Visits

The customer should provide as much notice as reasonably possible if a booked visit cannot go ahead. Where a visit cannot be completed because the customer is unavailable, refuses access or chooses to end the visit early, the booked visit may still count as used. Where Park Street Maintenance cancels a visit, or weather or unsafe conditions prevent the work from being carried out, a replacement date will be arranged and the customer will not lose that visit.

5. 14-Day Cooling-Off Period

Where the customer has a legal right to cancel a distance or off-premises service contract, the customer may cancel within 14 days after the day the contract is entered into. If the customer expressly asks Park Street Maintenance to begin providing services during that 14-day period, the customer may be required to pay a proportionate amount for services supplied before cancellation. If the service is fully performed during the cooling-off period after the customer's express request and acknowledgement, the statutory right to cancel may end once that service has been fully performed.

6. Cancellation After Cooling-Off Period

After the applicable cooling-off period, the customer may cancel the rolling monthly subscription before the next monthly payment becomes due. Cancellation stops future subscription periods; it does not normally create a refund for services already supplied or customer-reserved visits in the current paid period, subject always to the customer's statutory rights.

7. Senior & Benefits Rates

Senior Garden Care is available to customers aged 65 and over. Benefits Garden Care is subject to proof of qualifying benefit entitlement being shown before the quotation is accepted and the discounted rate is confirmed. Eligibility evidence is used only to verify entitlement and should not be retained unless necessary and agreed with the customer.

8. Materials & Additional Work

Plants, soil, fertiliser, specialist treatments, materials and substantial green-waste removal are not included unless stated in the quotation. Large hedge reductions, tree work, landscaping, fencing and other substantial works will be quoted separately.

9. Access, Safety & Conditions

The customer must provide safe and reasonable access to the garden. Park Street Maintenance may stop or postpone work where conditions are unsafe, including severe weather, dangerous structures, hazardous waste, unsafe animals or other risks that could reasonably affect staff or property.

10. Damage & Existing Conditions

Park Street Maintenance will take reasonable care while carrying out the work. The customer should identify known defects, fragile items, hidden services or other risks before work starts. Nothing in these terms excludes or limits liability where it would be unlawful to do so.

11. Changes to Scheduled Work

The work completed during a visit will depend on seasonal requirements, the condition of the garden and what can reasonably be completed within the booked time. Additional or specialist work outside normal garden maintenance may require a separate quotation.

12. Contact

Park Street Maintenance | 07728825774 | Parkstreetmaintenance@gmail.com

Important: These terms are intended for Park Street Maintenance's garden-care service and do not remove or restrict any rights a consumer has under UK law.

GARDEN CARE SUBSCRIPTION

Customer Acceptance & Unused Hours Acknowledgement

Customer name:	
Address:	
Telephone / Email:	
Selected plan:	
Monthly price:	£
Subscription start date:	

Customer Acknowledgements

Please read each statement before signing:

■ I understand that garden maintenance day visits are Monday to Friday and are limited to a maximum of 7 working hours per visit.

■ I understand that my monthly fee reserves the visits included in my selected subscription plan.

■ I understand that if I choose not to use all available hours during a visit, end a visit early, or do not use an included visit during the relevant monthly period, unused customer-reserved time will not roll over, be exchanged for cash or normally be refunded.

■ I understand that I am not being asked to waive any statutory consumer rights. If Park Street Maintenance is unable to provide an agreed visit, the visit will be rearranged or otherwise dealt with in accordance with my legal rights and these terms.

■ I understand that I have an applicable 14-day cooling-off right where required by law.

■ I have received or had the opportunity to read the Garden Maintenance Subscription Terms & Conditions before accepting the subscription.

Optional request to start during the 14-day cooling-off period

Only tick this box if you want work to start before the cooling-off period ends:

■ I expressly request Park Street Maintenance to begin the service during the 14-day cooling-off period. I understand that if I cancel after work has started, I may have to pay a proportionate amount for services already supplied. I also understand that, where the law permits, my cancellation right may end once the requested service has been fully performed.

Customer signature:		**Date:**	
Park Street Maintenance:		**Date:**	

Park Street Maintenance
07728825774 | Parkstreetmaintenance@gmail.com