TERMS & CONDITIONS

Customer agreement • Services, payment and job requirements

Customer & Job Details

Customer name _____	**Customer address** _____
Telephone _____	**Email** _____
Quote / job reference _____	**Planned start date** _____

These Terms & Conditions apply to maintenance, landscaping, gardening, fencing, patio work, repairs and renovations, painting & decorating, and general handyman/property maintenance services supplied by Park Street Maintenance.

1. Scope of Work

The agreed work will be based on the written quotation, job description or invoice provided to the customer. Any work not included in the agreed scope is treated as additional work and may be charged separately.

2. 50% Upfront Payment

A 50% upfront payment is required before work starts. This payment contributes towards fuel, labour, materials, preparation and securing the booking. The remaining 50% is due on completion of the agreed work, unless a different payment schedule has been agreed in writing. Where substantial additional materials or unforeseen works are required, Park Street Maintenance may request payment for those additional costs before carrying out the extra work.

3. Additional / Variation Work

Changes requested by the customer, or work discovered after commencement that could not reasonably have been identified from the initial inspection, may change the price or completion date. Wherever practical, the customer will be informed of the additional cost and asked to approve it before the extra work is undertaken.

4. Materials

Materials will be selected according to the agreed specification and reasonable availability. Where the customer supplies materials, Park Street Maintenance is not responsible for defects, incompatibility, shortages or delays caused by those materials.

5. Access & Customer Responsibilities

The customer must provide safe and reasonable access to the work area, including access to water, electricity or parking where reasonably required and available. The customer should remove or secure valuable, fragile or personal items from the work area. The customer must disclose known hazards, underground services, access restrictions and known defects that could affect the work.

6. Condition of the Property

Before work begins, the parties may complete a Pre-Work Area Condition & Damage Inspection Form. This records visible pre-existing damage or conditions around the work area. Hidden or concealed defects that could not reasonably have been identified during inspection are not treated as damage caused by Park Street Maintenance.

7. Protection & Care

Park Street Maintenance will take reasonable care of the work area. Some work may involve dust, noise, vibration, mud, debris, drilling, digging, cutting, machinery or vehicle access. The customer accepts reasonable disruption associated with the agreed works.

8. Weather & Unforeseen Conditions

Outdoor work may be delayed by weather, ground conditions, access problems, unsafe conditions, supplier delays or circumstances outside reasonable control. A revised date will be arranged where reasonably possible.

9. Completion & Sign-Off

On completion, the customer may inspect the work and sign the Job Completion & Damage Sign-Off Form. Any visible concerns should be recorded on the form at the time of inspection. Signing the form confirms that the customer has inspected the work area and recorded any visible issues known at that time, without removing any rights the customer has under applicable law.

10. Damage

If damage is reported during or after the work, the parties should record the location, nature and circumstances on the Damage / Completion Form. Photographs may be attached. Signing the form records the parties' observations; it does not by itself determine legal liability.

11. Payment & Late Payment

Invoices and agreed balances are payable by the due date shown on the invoice or as otherwise agreed in writing. Where payment is overdue, Park Street Maintenance may pause further work until the account is brought up to date. Any lawful interest or recovery costs will only be charged where permitted and applicable.

12. Cancellation / Rescheduling

Customers should provide as much notice as possible if they need to cancel or reschedule. Where applicable, statutory consumer cancellation rights remain unaffected. Park Street Maintenance may recover reasonable costs already incurred where permitted by law and the agreed terms.

13. Workmanship

Park Street Maintenance will carry out the agreed services with reasonable care and skill. Any workmanship concern should be raised promptly so that it can be inspected and, where appropriate, remedied.

14. Liability

Nothing in these Terms & Conditions excludes or limits liability where doing so would be unlawful, including liability for rights that cannot legally be excluded or limited. Subject to applicable law, Park Street Maintenance is not responsible for loss or damage caused by pre-existing defects, concealed conditions, customer-supplied materials, inaccurate information supplied by the customer, or circumstances outside reasonable control.

15. Waste & Disposal

Unless expressly included in the quotation, removal and disposal of waste, soil, rubble, green waste or other materials may be charged separately. Where disposal is included, it will be carried out using appropriate disposal arrangements.

16. Photographs

Photographs may be taken for condition records, progress records and evidence of completion. Marketing use of identifiable customer property will only be made with the customer's separate permission.

17. Complaints

Any concern should be raised as soon as reasonably possible with Park Street Maintenance so the issue can be inspected and discussed. The parties should keep copies of quotations, invoices, photographs and signed forms.

18. Agreement

By signing below, the customer confirms that they have read and understood these Terms & Conditions and the agreed scope of work, including the 50% upfront payment requirement. These terms should be read together with the quotation or invoice for the particular job.

Important: These Terms & Conditions are intended as a practical business template and should be reviewed for your specific business, insurance arrangements and the type of work you undertake. They do not remove or override statutory consumer rights.

Customer Acceptance

Park Street Maintenance

Signature: _____

Date: _____

Customer

Signature: _____

Date: _____