



ARBOR CURA TREE SURGERY

Terms and Conditions

1) TREE PRESERVATION ORDERS AND CONSERVATION AREAS

It is strongly advised that you contact your local authority (LA) to ensure that none of the trees that you intend working on are subject to any controls under Tree Preservation Order (TPO) or Conservation Area law. The LA will be able to tell you over the phone whether you require consent to carry out tree work but written confirmation should also be obtained.

The fines for breach of these laws can be huge and both the tree owner and the contractor are held responsible, so please ensure that you are in possession of any relevant documentation before work commences.

We will be more than happy to organise this on your behalf once you have accepted the quotation.

2) SITE CONDITIONS

If the conditions to the site (or access to the site) undergo any change affecting the proposed work then the total cost will be amended to reflect the changes before any work begins.

Although we will always endeavour to be as careful as possible, when removing branches and debris through houses, narrow alleys, gates and doorways some scrapes and scratches may be unavoidable. Please contact us as soon as possible if you need to discuss this.

It would be appreciated if the garden/site is as clutter free as possible. We would ask that all pots, ornaments, washing lines etc. be moved well out of the way before we arrive to do the work. We will be happy to help you move any large items.

3) DOGS

Please ensure all dogs are kept secured or shut indoors during the duration of the tree work. We also kindly ask you to remove any traces of dog mess from the work area.

4) MEASUREMENTS

All measurements and percentages set out in the quote are approximate. If you believe there are any inaccuracies or discrepancies, or you are unsure of anything else featured in the quote, please let us know as soon as possible as we would prefer not to deviate too much from the specifications once a date has been set for the work.

5) CARS

We kindly ask that all cars are kept well away from the trees and work area at all times and are moved off driveways before we arrive. It would be hugely appreciated if you would inform your neighbours of the work so that they can move their cars too.

6) COSTS AND PAYMENT

Once a work date is set we will be charging the amount on the quote even if on the day of work you ask us to leave some of the work out. Therefore please inform us of any changes you wish to make well in advance.

Full payment should be made within 14 days of the invoice date.

7) COMMON MISUNDERSTANDINGS

A Crown reduction is the reduction of the size/volume of the tree's crown (the crown consists of leaves, twigs and branches but not the trunk) and not the height of the tree. A Crown Thin is a reduction in branch density and not crown size (the more you thin the crown the more you can see through it). Please see our website or ask for an explanation if this is still unclear.

The removal of a tree does not include the stump or roots below ground level unless otherwise stated.

The removal of a stump does not include the removal of roots unless otherwise stated.

8) PLEASE DON'T MAKE ANY ASSUMPTIONS

If it is not stipulated in the quote we will not be doing it so if you have any questions about exactly what work we will be undertaking please call to discuss the matter well before the work is due to commence.

Thank you very much for reading the Terms and Conditions