

Terms and Conditions of service Arbores Tree Surgery and Forestry Services

TERMS AND CONDITIONS

WRITTEN QUOTATIONS

Quotations are valid for one month from date of issue, after which time a new quotation will be drawn up or costs may be amended. Arbores Tree Surgery and Forestry Services reserves the right to refuse or decline work at its own discretion.

YOUR RIGHT TO CANCEL

You have 14 days from entering into the service contract in which you can cancel it. Arbores Tree Surgery and Forestry Services will not start providing the service before the 14 day cancellation period has ended, unless this has been agreed.

If you requested for a service to start straightaway – In this instance you will still have the right to cancel, but you must pay for the value of the service that is provided up to the point you cancel.

If the service is provided in full within 14 days – The right to cancel will be lost during the cancellation period if the service is provided in full before the 14 days elapses.

Exemptions – where urgent work is being carried out.

If you wish to cancel, please detail by post or email within 14 days to Arbores Tree Surgery and Forestry Services, address or tom@arborestrees.co.uk

WORK CARRIED OUT

All works will be in accordance with the current British Standard 3998 'Tree Work Recommendations' where possible unless specified otherwise. Dimensions specified are approximate and, wherever possible, will be to the nearest appropriate pruning point. Stump-grinding will be to a specified depth below the immediately adjacent ground level and will include the removal of the stump and buttress roots but will not include lateral roots unless otherwise specified. The client will advise the contractor of any underground services in the vicinity of the stump prior to starting the job.

All arising (Inc. twigs / branches / woodchips / logs / trunks / foliage etc) will be removed from site and become the property of the contractor unless specifically stated otherwise in the quotation.

Arbores Tree Surgery and Forestry Services will check with the Local Planning Authority: Whether the tree(s) are the subject of a Tree Preservation Order (TPO)

Whether the trees are located within a Conservation Area

The contractor will also consider whether a Felling Licence is required from the Forestry Commission or if any other permissions are required i.e. Natural England / Environment Agency.

Arbores Tree Surgery and Forestry Services has £5 million Public Liability Insurance and a copy of the certificate is available on request. Arbores Tree Surgery and Forestry Services will operate in accordance with good industry practice, the Health & Safety Policy and Procedures and undertake Site Specific Risk Assessments (the outcomes of which may place constraints on the site whilst works are in progress i.e. the client can't access their shed without prior agreement from ground staff).

The site will be left 'clean, tidy and safe' but because of the very nature of the works including the production of wood dust, chainsaw / wood chippings / twigs / leaves and needles etc. and the traversing of site personnel it may not be as it was prior to commencement of works. If the works spread over multiple days, the site will be left appropriately and safe and as agreed with the client beforehand.

Arbores Tree Surgery and Forestry Services will undertake the works as scheduled but is aware of / may be constrained by ecological and wildlife legislation including:

Wildlife and Countryside Act 1981

Countryside and Rights of Way Act 2000

Conservation of Habitats and Species Regs. 2012 Invoices are due for payment upon completion of work within 7 days of delivery to the Customer (unless otherwise agreed in writing prior to works beginning).

This legislation requires the contractor to assess the impact of the works which may result in works being delayed as a result of nesting birds, roosting bats or similar being present.