

A GUIDE TO WORKING WITH THOMPSON TREE CARE LIMITED

Thompson Tree Care Ltd endeavour to provide a high-quality service, achieving positive customer satisfaction. If choosing our company, please spare a few minutes to read the information see below for the terms and conditions of our contract.

Insurance

All works carried out by Thompson Tree Care Limited shall be covered by £5,000,000 Public Liability Insurance policy.

Standard of Work

Works shall be completed in accordance with BS3998 (Recommendations for Tree Work) where appropriate unless the customer instructs otherwise. All works undertaken will be completed in a competent manner, to the specification and price provided on the company's quotation.

Measurements

All measurements mentioned in any correspondence are to be treated as approximate.

Acceptance of Contract and Planning of the Works

Upon accepting the quotation, we will plan the working process which on occasion may mean dealing with permissions from the local authority. We will advise you on an estimated completion date for your work.

All customers are entitled to a 15 day "cooling off" period following acceptance of the quotation. After this period, in the event of a cancellation at short notice, we may charge a percentage of the quotation to cover any preparatory work already undertaken and any costs already incurred. Amendments to the contract must be made in writing.

Permission

The trees within a contract specification may be within a Conservation Area or be subject to a Tree Preservation Order (TPO). Upon quote acceptance, we will check for the presence of legislative protections. We are happy to make an application of your behalf, but we would advise that a charge may be made for this service, but no additional charges shall be applied to these works without first seeking customer acceptance.

Investigation of Private Covenants shall be the responsibility of the Owner and no liability shall attach to Thompson Tree Care Limited for a breach any such Covenant.

Team Arrival

Most of our services are completed efficiently and within time scale quoted. However, occasionally due to unforeseen circumstances such as the weather, works may overrun or may prevent us from working to time.

The earliest the team will arrive is 8am. However, please be aware that in the case of smaller contracts, we are not able to provide an estimated arrival time until late afternoon on the previous day and then can only advise of either a morning or afternoon arrival. We will endeavour to make every effort to cater for clients who specifically require a morning or afternoon arrival.

Disposal of Waste

All arising waste material from site will be removed and is specified in the quotation. If customers wish to keep woodchip as useful garden mulch, please request this with the team.

Timber can be left as per customer request, however, it is not normally left in sizes “ready for the fire” unless specified in the quotation.

Neighbours

In some cases, it is necessary to have access to a neighbouring property, particularly where branches overhang. We expect our customers to inform their neighbours of their intention to carry out works and the date on which it shall take place.

Protection of Walls or Lawns

Whilst our team operates with care and diligence, often our work involves carrying large amounts of material over lawns and past garden features. We would recommend that all vulnerable surfaces are adequately protected and fragile objects (i.e. pots) moved. We can provide boards to protect lawns, but this will be at an added charge. Our staff would be more than happy to move heavier objects for those who are elderly or disabled.

Lawns tend to rapidly recover but please note that wet weather can give rise to muddy conditions.

Underground and Overhead Services

Although every effort will be made to locate the presence of underground services, unless a plan showing the exact location of underground pipes, wires or cables has been forwarded to us by the Owner of the land or his agent prior to the formation of the Contract; we shall be under no liability for any damage caused as a result of work performed under the Contract to such pipes, wires or cables, or for any damage to property resulting there from, and the Owner of the land or his agent shall be solely liable for any such damage. Any charge for the removal of power lines or telephone cables shall be the responsibility of the Owner, unless otherwise agreed in writing with Thompson Tree Care Limited.

Replacement of Trees/Shrubs

Following planting, it is the customers responsibility to ensure that your new plantings are regularly watered and maintained. Trees and shrubs that fail due to circumstances beyond our control shall not be replaced by Thompson Tree Care Limited. Please ask our staff for advice on looking after your new plantings if you have any queries.

Stump Grinding or Treatment

No guarantee can be given to the efficiency of a pesticide after application due to conditions beyond our control.

Stump grindings will be used to backfill the resulting hole created when completing the stump grinding, and they will decompose rapidly. The chippings can be removed from site, but this will incur an additional cost. The team will grind the main tree stump and any large lateral roots in the main region of the stump. We will not chase every root back to the stump unless by prior costed agreement with the client.

Crown Reduction

This is the reduction in the overall size of the crown. The specified result will be either stated as the tree-height and branch-spread which are to remain, or the average equivalent in branch length. End results shall be specified for individual branches if the growth pattern of the tree creates a need for this, or where clearance from a specific object is required.

Crown Thinning

Crown thinning is designed to reduce the density of foliage to create a well-spaced and balanced branch structure of a tree. The percentage of the leaf-bearing twig structure to be removed should be kept to the minimum to achieve the objective and in any case should not exceed 30%. The percentage shall be listed in the work quotation. Material will be removed systematically from throughout the tree rather than from the inner crown. Cutting branches back to the main stem will be avoided, although structurally weak or hazardous branches shall be removed if there is no alternative.

Payment

On completion of works, please advise the team leader if the job has been completed to your satisfaction. Please raise any queries with the team leader before signing the job off.

You will receive an invoice within 7 days of job completion. All contracts and instructions are accepted based on full payment within 30 days of the date of the invoice. Where applicable, value added tax (VAT) shall be charged at the current rate.

Complaints

In the unlikely event that you have any cause for complaint please contact Sam Thompson – thompsontreecareltd@gmail.com within 7 days and we shall endeavour to correct the situation in a timely manner.

General

Thompson Tree Care Limited shall not be liable for any damages or otherwise because of non-performance of a contract arising on account of adverse weather conditions, strikes, lockouts and civil commotion; or lack of adequately skilled labour due to causes beyond our control. We retain the right in such circumstances to cancel the contract in whole or in part.

Completion dates shall be contingent upon weather conditions.

Six months after the submission of the quotation, we reserve the right to withdraw and re-price work, unless otherwise agreed in writing on acceptance of instructions from the owner.

Quotations for tree felling are based upon the assumption of the trees being free from metal, stone or other hidden obstructions. In the event of a tree being impossible to fell in the normal way, Thompson Tree Care Limited reserves the right to re-quote accordingly. The Contract price is based on the site conditions existing at the time of the preparation of the estimate remaining unchanged.