



## Elderly, Impaired and Vulnerability Policy

As of the **1st November 2017** we introduced an elderly, impaired and vulnerability policy.

It's unfortunate that the sector we operate in has a small percentage of companies and individuals that exist to extract maximum profit from those who may not necessarily understand the work suggested or require the work at all. It's been publicised that gardening work is one of the initial services offered to homeowners to allow additional work to be suggested and recommended.

As a professional, transparent and responsible company we have therefore implemented the following procedures to ensure all our existing and potential new clients are fully aware of the processes and our commitment to you in providing the best possible service.

1. We will never arrive at your property unless an appointment or prior arrangement has been made.
2. Our pricing and quotations will always be based on a fixed price or an hourly rate which you will be made aware of prior to work commencing.
3. We encourage you to discuss our quotation and/or recommendations with a friend, family member of neighbour.
4. We will happily communicate, answer or discuss any work or quotations with your chosen representative once you authorise us to do so.
5. We encourage you to enquire if you're unsure of the content of your quotation or invoice.
6. We will never request full payment prior to any work commencing. We may issue interim invoices for large projects but this will reflect the work already undertaken or the materials purchased and delivered.

Ultimately we have a duty of care and responsibility to all our clients and therefore hope this policy will underline our commitment to you.

Kind Regards,

Simon Bradley

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