



TERMS AND CONDITIONS

- This quote is valid for 3 months from the date of issue and has been based on the information you provided.
- Any amends to the schedule of work or changes on the site may result in an additional cost.
- For any works proposed to third party trees, i.e. trees that affect you but belong to a neighbour or other land owner, we will require permission from the tree owner that the works are permitted. You do have a right to cut any parts of trees that overhang your property, but we do always advise you to request permission.
- Once you have accepted the quote a date will be agreed to carry out the work. Once this date is booked we will work with you if you need to change the date or cancel, but we reserve the right to charge a cancellation fee equal to 25% of the total gross job price if we are unable to fill the space.
- If any changes are requested to the schedule of work on site, it will be at the Crew Leader's discretion on the day to see if they are able to fit in extra work and if any additional cost will be charged.
- All work will be carried out according to our company health and safety procedures and sites will be assessed for risk before work commences.
- We will also assess the environmental impact of the work requested and will notify you if we need to adapt or postpone work due to wildlife (e.g. bird nesting or presence of European Protected Species including Bats and Dormice). Please note that bird nesting season runs from 1st March to 31st August and may mean we cannot out work to your trees or shrubs if nests are present or if we are unable to carry out a clear visual assessment.
- Any wood that arises from your job can either be left in 2m lengths or ringed up (cut into log lengths) for firewood or we will remove it and it will be processed for firewood or biomass.
- Any brash (branches with less than 6 inch diameter) that arises from your job can be stacked on site in habitat piles or put through our wood chippers and left as chip for you to use on your garden or we will remove it and it is taken to an organic farm.
- We will at all times consider the environmental impact of our activities, minimising adverse impacts and recycling any waste products.
- If we are carrying out stump grinding for you, the stumps will be taken to 8 inches below ground level, immediately below the stump, but will not include the lateral roots unless specified. Arisings from the stump grinding will be used to backfill the hole created and levelled off (this will sink over time).
- We will collect your personal data in the course of our work with you and this will all be used and managed in accordance with the GDPR data regulations of 2018. Our data protection policy is available on our website.
- With your permission we will from time to time send you emails about trees or tree work (this will only ever be from us and we will not share or sell your data to any 3rd party). You can unsubscribe from our customer mailing list at anytime by dropping us an email at info@chapeltreeservices.co.uk.

Chapel Tree Services Ltd.

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