

Birch Meadow Garden Care, LLC

Maintenance Policy

(Last updated July. 18, 2023)

We offer weekly, biweekly, monthly, and seasonal plans. You choose how often and how long you want us to visit based on how your yard is doing. We charge \$50/hour plus a trip fee of \$10.50. Minimum cost for a visit of less than 2 hours is \$110.50. We offer maintenance plans with a reduced hourly rate of \$48/hour plus the \$10.50 trip fee.

If you sign up for a maintenance package, this is how they work:

- We will contact you to remind you that we will be coming that week, give you a date and general time (morning, late morning, or afternoon) and ask if there is anything specific you want us to focus on.
- When we arrive, we will do a quick (5 minutes) assessment of the yard, prioritize what it most obviously needs and begin working on the most obvious thing, working our way down the list until time is up.
- If you want regular string trimming, leaf blowing, etc. we will always start with that using our electric equipment.
- Mulching is extra and includes edging. We will give you an estimate if you decide you want mulching. If you want mulch, we recommend doing it in very late fall after the first frost and late May after perennials have all come up.
- People often need extra time in spring when weeds are the most exuberant and bushes need the most pruning. If you have signed up for a maintenance package, reduced hours during the cold months are made up during the spring. We keep track of the total number of hours that we spend in your yard over the course of the year to make sure that you get the full number of hours that you are paying for.
- We bill monthly starting on the date that you accept your maintenance package. We begin working in your yard once your first payment is made. Payments are monthly for 12 consecutive months. Late fees are applied if your invoice is more than 14 days overdue.

We are happy to work side by side with homeowners who want to stay involved. We love to share ideas and swap information and experiences. Our attitude is that a garden is a process, not a product and there is always something new to be learned when you are working with plants and soil. We look forward to providing garden help for you soon.

Please note that we do not repair, alter or install watering systems. Please inform us if you have a watering system and mark the lines so that we know the location before digging. We can never guarantee that we won't hit a line, but we are less likely to hit one of the lines if they are clearly marked. If we do hit a line, and cannot do a simple repair, you will need to contact whoever normally takes care of your system for a proper fix.

Maintenance Packages

- ***We guarantee that you will receive the exact number of person hours that your package allows within a year of starting the package or you will receive a refund for the hours you did not use after your year is up.***
- ***We will bill you for extra hours if the number of hours your yard requires is ever more than a month ahead of your payments. You will have the option to defer upcoming visits until you have caught up or pay the invoice. If you prefer to defer visits until your payments have caught up, just email us to request a pause on visits and we will void the extra invoice.***
- ***If you need to cancel your package at any time for any reason, we will provide you with an accounting of hours used and amount paid. We will either issue you a refund or invoice you for any unpaid hours and cancel your package.***

Weekly: Up to 44 visits of approximately 2 person hours per visit (annual total 88 hours) for routine weeding, pruning, and general cleanup. The number of visits will decrease after Nov. 1 and increase again after Feb 1.

Trip fees are included. **\$391 prepaid monthly for 12 consecutive months**

Biweekly: Up to 22 visits of approximately 2 person hours per visit (annual total 44 hours) for routine weeding, pruning, and general cleanup. The number of visits will decrease after Nov. 1 and increase again after Feb 1.

Trip fees included. **\$196 prepaid monthly for 12 consecutive months**

Monthly: Up to 11 visits of approximately 2 person hours per visit (annual total 22 hours) for routine weeding, pruning, and general cleanup. The number of visits will decrease after Nov. 1 and increase again after Feb 1.

Trip fees included. **\$98 prepaid monthly for 12 consecutive months.**

Specialized: If you have an established pattern of work with us that differs from the above packages or want a different pattern, we can create a custom package for you (for example monthly 4 hour visits or biweekly 3 hour visits). Just let us know what you would like and we will let you know the cost.

Benefits of having a regular maintenance package also include:

- *Priority scheduling status*
- *If you need additional garden help for a project, a reduced rate of \$48/hour. (normally \$50)*
- *No trip fee when extending the hours on your regular maintenance visit.*
- *If you want help with a design or consultation, a reduced rate of \$65/hour. (normally \$75)*
- *Addition to the design waitlist even if it is closed to new customers.*

If you decide that you would like to sign up for a maintenance package
please email us at admin@birchmeadowgc.com.

We will set you up for regular monthly invoices as soon as any overdue invoices are up to date.
Once you have paid your first invoice, we will begin making regular visits at the requested intervals.

We look forward to working with you in your lovely gardens for years to come.