Terms and Conditions of Service for Tree Work

Contracting Faithful Tree Care Limited

The Contractor: Faithful Tree Care Ltd, the business undertaking the works.
The Client: the person or business instructing the works. By accepting our quotation, the Client agrees to these terms and conditions.

1) Your right to cancel. If you are a consumer and you accept our quotation away from our business premises, by phone or online, you have the right to cancel the contract within 14 days of the day you accept it, without giving a reason. To cancel, tell us clearly by email to info@faithfultreecare.co.uk, by phone on 07828 786300, or in writing. You can use the model cancellation form below, but you do not have to. If you ask us to start work within the 14 day cancellation period and then cancel, you will pay for the work carried out up to the point you told us you were cancelling. If the work is fully completed within the cancellation period at your request, you will lose the right to cancel. The right to cancel does not apply to urgent or emergency work you have asked us to carry out.

2) This quotation/estimate is valid for 60 days and takes into account any value, monetary or otherwise, the arisings may have, unless stated otherwise.

3) All works will be in accordance with the current British Standard BS 3998:2010 "Tree work: Recommendations" where possible, unless specified otherwise. Dimensions specified are approximate and, wherever possible, will be to the nearest appropriate pruning point.

4) In the event of a variation to the quotation as a result of: (a) amendments to the works required before arriving on site, (b) changes in site or ground conditions since the original visit, or (c) additional works requested or required while on site, the quotation will be revised accordingly, either electronically in advance or in writing on the day of work, with the agreed amendments signed by the Contractor and the Client.

5) Stump grinding will be to a depth of 200mm 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 before the job starts.

6) All arisings (including twigs, branches, woodchip, logs, trunks and foliage) will be removed from site and become the property of the Contractor unless specifically stated otherwise in the quotation.

7) Payment and concerns about the work. On completion of the works, an invoice will be raised and payment is required within 14 days, or payment is required in full on completion of the quoted works, as stated in the quotation. If you are unhappy with any part of the work, please tell us as soon as possible, ideally in writing or by email, so that we can inspect it and put it right. This does not affect your statutory rights.

8) Following written or verbal instructions from the Client, the Contractor will check with the Local Planning Authority (LPA): (a) whether the tree(s) are the subject of a Tree Preservation Order, and (b) 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 whether any other permissions or consultations are required, for example with Natural England or the Environment Agency. Please note that if the Contractor makes the necessary LPA application or notification, an administrative charge of £25 may be incurred should the Client cancel the contract. Similarly, a charge may be incurred for obtaining a Forestry Commission felling licence.

9) Where works are proposed to third party trees, for example a neighbour's trees, the Contractor will require written confirmation from the tree owner that the works are agreed and, where necessary, that access is permitted. If the works only apply to overhanging branches that can be pruned from within the Client's property, permission is not required, but the neighbour should be told where practicable (please also see clauses 6 and 8 above, which may also apply).

10) The Contractor has £5 million Public Liability Insurance, and a copy of the certificate is available on request. The Contractor will operate in accordance with good industry practice and its Health & Safety Policy and Procedures, and will carry out site specific risk assessments. The outcome of these may place constraints on the site while works are in progress, for example the Client may not be able to access a shed without prior agreement from the ground staff.

11) The site will be left generally clean, tidy and safe. However, because of the nature of the works, including the production of wood dust, chainsaw chippings, twigs, leaves and needles, and the movement of site personnel, it may not be exactly as it was before the works started.

12) If the works spread over several days, the site will be left appropriately and safely, as agreed with the Client beforehand.

13) The Contractor will carry out the works as scheduled but may be constrained by ecological and wildlife legislation, including: (a) the Wildlife and Countryside Act 1981, (b) the Countryside and Rights of Way Act 2000, and (c) the Conservation of Habitats and Species Regulations 2017. This legislation requires the Contractor to assess the impact of the works, which may result in works being delayed because of nesting birds, roosting bats or similar.

14) During adverse weather we may not be able to carry out the work as planned. During adverse weather we may also have to prioritise safety or infrastructure critical work, which may occasionally involve leaving site to attend to it (see clause 12).

15) Your statutory rights. Nothing in these terms affects your statutory rights as a consumer, including your rights under the Consumer Rights Act 2015. These terms are governed by the law of England and Wales.

Model cancellation form

(Complete and return this form only if you wish to cancel the contract.)
To: Faithful Tree Care Ltd, info@faithfultreecare.co.uk
I/We hereby give notice that I/We cancel my/our contract for the supply of the following service:
Ordered on / quotation accepted on:
Name of consumer(s):
Address of consumer(s):
Signature of consumer(s) (only if this form is sent on paper):
Date:

Last updated: 10 November 2026