

Terms and Conditions - Surf Coast Lawn & Garden - Effective Date: 20/02/2025

1. General

Surf Coast Lawn & Garden ("we," "our," "us") is a **business trading under Manuka Blue Pty Ltd (ABN: 69 152 726 380)**, providing **lawn mowing services** across **Torquay, Jan Juc, Bellbrae, Bells Beach & Anglesea**. By booking a service, you agree to the following terms and conditions.

2. Quotes & Pricing

- All quotes are **free and obligation-free**.
- Pricing is based on **property size, lawn condition, and estimated time required**.
- Additional charges may apply for:
 - **Excessive overgrowth or difficult terrain**
 - **Extra services beyond standard mowing**
 - **Green waste removal beyond standard collection**
- Any required **additional work will be discussed and approved** before proceeding.

3. Bookings & Cancellations

- **Bookings are subject to availability.**
- **Cancellations require at least 24 hours' notice.**
- Late cancellations (less than 24 hours before the booking) may incur a **call-out fee**.
- If we are unable to complete a scheduled service due to **access issues, locked gates, pets, or obstructions**, a fee may apply.

4. Service Standards & Liability

- We take **great care** in delivering a **hassle-free** and professional service.
- While we operate with caution, **Surf Coast Lawn & Garden is not liable for pre-existing damage, underground pipes, cables, or irrigation systems**.
- Customers should notify us of any **specific concerns or delicate areas** before the job begins.

5. Weather & Rescheduling

- Services may be postponed due to **severe weather conditions (heavy rain, storms, high winds)**.
- If a job needs to be rescheduled, we will notify you and arrange a new date as soon as possible.

6. Payment Terms

- Payment is **due upon completion of the service** unless otherwise agreed.

- Invoices will be sent via **email or SMS** and can be paid via **bank transfer**.
- Late payments may result in additional fees and may impact future bookings.

7. Customer Satisfaction & Feedback

- If you are **unsatisfied** with a service, please notify us within **24 hours**, and we will work to resolve the issue.
- We appreciate customer feedback and encourage reviews to help us improve our services.

8. Privacy & Personal Information

- We respect your privacy and will **never share your personal information with third parties**.
- Your details are used solely for **communication, scheduling, and invoicing**.
- For more details, please refer to our **Privacy Policy**.

9. Changes to Terms & Conditions

- Surf Coast Lawn & Garden **reserves the right to update these terms at any time**.
- The latest version will always be available on our website.

For any questions or to book a service -

 **0459 220 025**

 **hello@surfcoastlawnandgarden.com.au**

 **www.surfcoastlawnandgarden.com.au**