

SCHEDULING DETAILS

Thank you for the opportunity to work with you on your design. As a seasonal business, we have a limited time to perform our installations. Because of this, we tend to get extremely busy with designs and installations from March into November. To avoid any confusion or misunderstanding, we wanted to clarify our procedures.

Once we meet for our consultation, you are given a contract for landscape design and client questionnaire. When we receive the contract and questionnaire, you are then put into our design schedule. Because of the volume of design requested of us and the individual attention dedicated to each, our designers can take up to 4-6 weeks to begin a design after the consultation during our peak season. This deposit insures your place in the list for design services, not installation.

Once the design and proposal are finalized, we require a down payment on the construction project, typically one-third of the total cost, to be added to our construction schedule. Your place in our schedule is based on when this deposit is received, not when you first meet with Jane or a designer. This can have a variable lead time, depending on the time of year. It is often 4-6 weeks during the season. It is the receipt of the deposit and signed contract that determines your place in our schedule. Lastly, quoted times are approximates at best. There are sometimes delays, such as weather, that are beyond our control.

If you are hoping to meet a specific deadline, the best thing to do is talk to your designer and start planning early. This way plans can be finalized in advance and permits procured so that we can do everything possible to meet your goal. Most people don't realize the lead-time involved in going from consultation to installation.

If you have any questions, please do not hesitate to ask. Anyone on our staff will be glad to assist you.