

VERTICAL GARDENS AUSTRALIA

MAINTENANCE TERMS & CONDITIONS

Please read carefully before accepting your maintenance arrangement

These Terms & Conditions apply to all VGA maintenance arrangements. By proceeding with your chosen maintenance package, you confirm that you have read and agree to the terms set out below.

MAINTENANCE PACKAGE COMPARISON

	SIGNATURE CARE	REGULAR CARE	SEASONAL CARE
	Monthly	6-Weekly	4-Weekly
Visits per year	12	9	4
Checking irrigation & drippers	✓	✓	✓
Cleaning dripper heads as required	✓	✓	✓
Cleaning tanks if necessary	✓	✓	✓
Plant foliage detailing & pruning	✓	✓	✓
Weeding & removal of leaf litter	✓	✓	✓
Clearing out drip trays	✓	✓	✓
Fertilising as required	✓	✓	✓
Pest & disease prevention	✓	✓	✓
Seasonal adjustments	✓	✓	Basic
General health checks	✓	✓	✓
Visit report & photos	✓	✓	✓
Complimentary plant replacements	✓	✗	✗
Labour for replacements included	✓	✗	✗
Plant purchase price	\$18/plant	\$20/plant	\$24/plant
3 additional call outs per year	✓	✗	✗
Priority scheduling	✓	✓	✗
Make-up visit if missed	✓	✓	✗
Price increases	By approval	Annual CPI	Annual CPI
Cancellation	30 days	30 days	30 days

☐ Included ☐ Not included Limited = Basic seasonal check only

SIGNATURE CARE MAINTENANCE — PREMIUM

12 visits per year | VGA's most comprehensive care package

WHAT'S INCLUDED

Every Visit

- ☐ Checking irrigation & drippers
- ☐ Cleaning dripper heads as required
- ☐ Cleaning tanks if necessary
- ☐ Plant foliage detailing & pruning
- ☐ Weeding & removal of leaf litter
- ☐ Clearing out drip trays
- ☐ Fertilising as required
- ☐ Pest & disease prevention
- ☐ Seasonal adjustments
- ☐ General health checks

Replacement, Reporting & Call Outs

- ☐ Replacement plants included at a complimentary rate based on garden size — a percentage of plants per visit are provided at no charge; any additional plants requested are available at a discounted rate of \$18.00 per plant
- ☐ Labour to install replacement plants — included
- ☐ 3 additional call outs per year included — if you have any concerns about your garden between scheduled visits, VGA will attend at no additional charge
- ☐ Written visit report and photos delivered within 2 business days of each visit
- ☐ Irrigation, pest, and plant health concerns flagged in each report

Service Guarantee

- ☐ Priority scheduling for your property
- ☐ Make-up visit within 14 days if a scheduled visit is missed, or pro-rata credit applied
- ☐ 30 days written notice required to cancel — no lock-in beyond notice period

WHAT'S NOT INCLUDED

- ☐ Plant loss caused by extreme weather events or third-party damage
- ☐ Plant loss caused by the Client disconnecting or restricting water supply, unplugging irrigation controllers, or failing to keep water tanks topped up — these are Client responsibilities and VGA cannot be held liable for resulting plant loss
- ☐ Plant loss caused by pest or disease events that could not reasonably have been detected or managed during scheduled visits
- ☐ Additional plants beyond the complimentary percentage allocation (available at a discounted rate of \$18.00 per plant)
- ☐ Large-scale redesign or replanting projects (quoted separately)

PRICE & PAYMENT

Your monthly fee is agreed at the time of engagement and confirmed in your maintenance proposal. Invoices are issued monthly in advance.

Price increases will not apply automatically. Any proposed increase will be notified in writing and requires your written approval before taking effect. You may cancel without penalty if you do not approve the increase.

REGULAR CARE — STANDARD

9 visits per year | Regular care for healthy, well-maintained gardens

WHAT'S INCLUDED

Every Visit

- ☐ Checking irrigation & drippers
- ☐ Cleaning dripper heads as required
- ☐ Cleaning tanks if necessary
- ☐ Plant foliage detailing & pruning
- ☐ Weeding & removal of leaf litter
- ☐ Clearing out drip trays
- ☐ Fertilising as required
- ☐ Pest & disease prevention
- ☐ Seasonal adjustments
- ☐ General health checks

Reporting

- ☐ Written visit report and photos delivered within 2 business days of each visit
- ☐ Irrigation, pest, and plant health concerns flagged in each report

Service Guarantee

- ☐ Priority scheduling for your property
- ☐ Make-up visit within 14 days if a scheduled visit is missed, or pro-rata credit applied
- ☐ 30 days written notice required to cancel

WHAT'S NOT INCLUDED

- ☐ Plant replacements are not included — plants are available to purchase at a discounted rate of \$20.00 per plant; labour to install is charged separately and quoted before works proceed
- ☐ Plant loss caused by extreme weather, third-party damage, or failure by the Client to maintain water supply, keep irrigation controllers connected, or keep tanks topped up
- ☐ Large-scale redesign or replanting projects (quoted separately)

PRICE & PAYMENT

Your per-visit fee is agreed at the time of engagement and confirmed in your maintenance proposal. Invoices are issued per visit.

Pricing is reviewed annually and adjusted in line with CPI. You will be notified in writing at least 30 days before any price change takes effect. You may cancel in accordance with the cancellation terms if you do not wish to proceed at the adjusted price.

SEASONAL CARE — ESSENTIAL

4 visits per year | Seasonal check-up and maintenance

WHAT'S INCLUDED

Every Visit

- ☐ Checking irrigation & drippers
- ☐ Cleaning dripper heads as required
- ☐ Cleaning tanks if necessary
- ☐ Plant foliage detailing & pruning
- ☐ Weeding & removal of leaf litter
- ☐ Clearing out drip trays
- ☐ Fertilising as required
- ☐ Pest & disease prevention
- ☐ Basic seasonal health check
- ☐ General health checks

Reporting

- ☐ Written visit report and photos delivered within 2 business days of each visit
- ☐ Irrigation, pest, and plant health concerns flagged in each report

WHAT'S NOT INCLUDED

- ☐ Plant replacements are not included — plants are available to purchase at a discounted rate of \$24.00 per plant; labour to install is charged separately and quoted before works proceed
- ☐ Priority scheduling (scheduling is subject to availability)
- ☐ Make-up visits if a visit is rescheduled (credit at VGA's discretion)
- ☐ Plant loss between visits due to pests, disease, irrigation failure, or environmental factors
- ☐ Plant loss caused by extreme weather, third-party damage, or failure by the Client to maintain water supply, keep irrigation controllers connected, or keep tanks topped up
- ☐ Detailed seasonal adjustment programme (basic check only)
- ☐ Large-scale redesign or replanting projects (quoted separately)

Please note: The Every 12 Weeks package is a seasonal maintenance service. Given the longer intervals between visits, VGA cannot guarantee the same standard of plant health as more frequent packages. Clients are encouraged to monitor their gardens between visits and contact VGA if concerns arise.

PRICE & PAYMENT

Your per-visit fee is agreed at the time of engagement and confirmed in your maintenance proposal. Invoices are issued per visit.

Pricing is reviewed annually and adjusted in line with CPI. You will be notified in writing at least 30 days before any price change takes effect.

GENERAL TERMS & CONDITIONS

Applicable to all maintenance arrangements

Access & Safety

- The client must ensure safe, clear access to all garden areas on scheduled visit days.
- Any changes to access arrangements must be notified to VGA at least 48 hours in advance.
- Pets must be secured on visit days.
- VGA will not be held responsible for delays or incomplete visits caused by lack of access.

Client Irrigation & Water Responsibilities

- Ensure water supply remains connected at all times.
- Notify VGA immediately if any irrigation alarms occur.
- Do not unplug irrigation controllers.
- Ensure power to irrigation systems remains connected.
- Keep water tanks topped up where applicable.
- Accidentally disconnecting irrigation is a common occurrence — if this happens, please contact VGA as soon as possible so we can assist and minimise any plant loss.
- VGA cannot be held liable for plant loss resulting from the Client's failure to meet these responsibilities.

Plant Health & Replacements

- VGA will notify the client promptly of any significant plant health concerns observed during visits.
- Signature Care (Monthly) clients: a complimentary percentage of replacement plants are provided based on garden size per visit; any additional plants are available at a discounted rate of \$18.00 per plant. Labour to install is included.
- Regular Care (6-Weekly) clients: plant replacements are not included. Plants are available to purchase at a discounted rate of \$20.00 per plant. Labour is charged separately.
- Seasonal Care (12-Weekly) clients: plant replacements are not included. Plants are available to purchase at a discounted rate of \$24.00 per plant. Labour is charged separately.
- One-time visit clients: plant replacements are not included. Plants are available at the retail rate of \$26.00 per plant. Labour is charged separately.
- All replacement works require written approval from the client before proceeding.

Rescheduling & Missed Visits

- VGA will provide reasonable notice if a scheduled visit needs to be rescheduled.
- Monthly and 6-Weekly clients: a make-up visit will be arranged within 14 days, or a pro-rata credit applied to the next invoice if a make-up visit cannot be arranged.
- 12-Weekly clients: credits for missed visits are at VGA's discretion.

Visit Reports

- Following each maintenance visit, VGA will provide a written summary and photographic record.
- Reports include: work completed, plant health observations, any replacements installed, and irrigation or access concerns.
- Reports are delivered within 2 business days of each visit.

Liability

- VGA's liability under any maintenance arrangement is limited to the value of services provided in the preceding 3 months.

- VGA is not liable for plant loss caused by extreme weather, third-party damage, or Client failure to maintain water supply or access.

Variations

- Any changes to the agreed scope, frequency, or price must be confirmed in writing by both parties.
- VGA reserves the right to update these Terms & Conditions. Clients will be notified of any material changes at least 30 days in advance.

Governing Law

- These Terms & Conditions are governed by the laws of the state in which the property is located.