

Owen's Landscaping Booking & Payment Policy

At Owen's Landscaping, we are committed to delivering high-quality service and a smooth, professional customer experience. To ensure efficient scheduling, proper resource allocation, and fairness to all clients, the following booking and payment policies apply to all services.

1. Booking Requirements

To reserve a service appointment, the following items are required at the time of booking:

A. Non-Refundable Deposit (50%)

A deposit equal to 50% of the estimated total invoice is required to secure your appointment.

- The deposit amount is based on the approved service quote.
- The deposit will be applied toward your final balance.
- The deposit is non-refundable under all circumstances, including cancellations or rescheduling.

Once a booking is confirmed, we immediately begin allocating crew members, reserving equipment, planning routes, and preparing materials. The deposit protects this operational commitment.

B. Recent Yard Photo Required

A clear, recent photo of your yard must be submitted at the time of booking.

The photo must:

- Show the full lawn area whenever possible
- Reflect current property conditions
- Include any areas requiring service

This allows our team to:

- Accurately assess size and layout
- Identify access points and obstacles
- Assign proper equipment and crew size
- Allocate the correct time window

Failure to provide a photo may delay scheduling or result in appointment denial.

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Booking Confirmation Policy

Your appointment is not confirmed until both:

1. The 50% deposit has been received, and
2. A valid yard photo has been submitted.

Until both requirements are completed, your time slot remains open to other customers.

2. Invoice & Payment Policy

Payment Due Upon Completion

All remaining balances are due immediately upon completion of service.

Owen's Landscaping does not offer:

- Net payment terms
- Delayed billing
- Post-service payment arrangements without prior written approval

Timely payment allows us to maintain service quality, equipment standards, and staffing reliability.

Late or Non-Payment Consequences

If payment is not received immediately upon completion:

- Your account will be flagged.
- You will be unable to schedule additional services.
- Late fees may be applied.
- Continued non-payment may result in permanent service suspension.
- Outstanding balances may be sent to collections if unresolved.

We encourage open communication. If you anticipate a payment issue, you must notify us before your scheduled service date.

3. Cancellations & Rescheduling

Because operational planning begins immediately after booking:

- Deposits are non-refundable.
- Rescheduling requests are subject to availability.
- Last-minute cancellations may result in forfeiture of the deposit.

We reserve the right to reschedule services due to weather, safety concerns, or unforeseen operational issues.

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4. Why These Requirements Exist

These policies are designed to ensure:

- Efficient crew scheduling
- Proper equipment preparation
- Reduced last-minute cancellations
- Accurate service execution
- Fairness to all clients

The yard photo allows us to arrive fully prepared. The deposit confirms your commitment and secures your place on our service calendar.

5. Questions or Assistance

If you need help, have questions about your quote, or need to discuss your appointment, please contact us as early as possible.

Clear communication allows us to work with you and provide the best possible service.

Thank You

Thank you for choosing Owen's Landscaping.

We appreciate your trust and look forward to delivering professional, reliable lawn care for your property.