

VERDE LAWN CARE LTD

Lawn Care Plan Terms & Conditions

For Essential, Premium and Ultimate residential lawn-care plans

Company	Verde Lawn Care Ltd
Registration	Registered in England and Wales
Company number	17199131
Registered office	Apartment 5, Brotherton View, 704 New Chester Road, Wirral, United Kingdom, CH62 2BB
Email	info@verdelawncare.co.uk
Telephone	0151 272 8904
Mobile / WhatsApp	07476 242276

Important: These terms form part of the contract between Verde Lawn Care Ltd and the customer. Please read them before joining a plan and keep this PDF for future reference.

Last updated: 9 August 2026

Key terms at a glance

ESSENTIAL	PREMIUM	ULTIMATE
No minimum term Recurring monthly plan 4 visits in a complete 12-month period 30 calendar days' cancellation notice	6-month minimum term May reduce to 3 months after a qualifying paid service 6 visits in a complete 12-month period 30 calendar days' cancellation notice	12-month minimum term No reduced-term option At least 10 visits during the 12-month programme 30 calendar days' cancellation notice

Right to give cancellation notice: A customer may give cancellation notice at any time. Giving notice does not shorten a Premium or Ultimate Minimum Term. Payments remain due and plan services remain available until the Effective Cancellation Date.

- Treatments are seasonally scheduled and do not necessarily take place monthly.
- A monthly payment does not purchase a visit during that particular month.
- Annual visit numbers apply while the plan remains active for a complete 12-month period. Visits do not accrue in advance.
- Listed services are included only where reasonably required, safe and seasonally suitable for the lawn.
- Online customers normally have a 14-day statutory cancellation period.
- After any Minimum Term, the plan continues monthly without entering another fixed Minimum Term.
- Lawn results depend on weather, soil, watering, mowing, aftercare and the lawn's existing condition.

1. Definitions and scope

In these terms:

- **Verde, we, our or us** means Verde Lawn Care Ltd.
- **Customer or you** means the person purchasing the plan.
- **Property** means the address where the services are supplied.
- **Order Confirmation** means our written confirmation of the selected plan, lawn size, monthly price, Minimum Term and start date.
- **Programme Year** means a 12-month period beginning on the contract start date or an anniversary of that date.
- **Minimum Term** means the minimum period during which the Premium or Ultimate Plan must remain active.
- **Qualifying Service** has the meaning given in section 7.
- **Effective Cancellation Date** means the date calculated under section 19 when the plan, services and payment obligations end.

The contract consists of:

- 1 the Order Confirmation;
- 2 these Terms & Conditions;
- 3 any separate written quotation; and
- 4 any written variation agreed between Verde and the customer.

If these documents conflict, the specific information in the Order Confirmation or separately agreed quotation takes priority.

The customer must be at least 18 years old and authorised to arrange lawn-care services at the Property.

2. Information provided before signup

Before the customer commits to a plan, Verde will make reasonably clear:

- what the selected plan includes;
- the monthly price;
- the applicable Minimum Term;
- the total minimum financial commitment;
- the visit frequency;
- that services are seasonally scheduled;
- the 30-day cancellation-notice requirement;
- the 14-day statutory cancellation right where applicable; and
- how to contact Verde.

Important payment and Minimum Term information must not be hidden solely within these Terms & Conditions.

3. Formation of the contract

Submitting a signup form and establishing a Direct Debit constitutes a request to join the selected plan.

The contract is formed when Verde sends the Order Confirmation.

Before accepting the signup, we may check:

- whether the Property is within our service area;
- the approximate lawn size;
- access arrangements;
- whether the selected plan is suitable;
- whether a personalised quotation is required; and
- relevant safety or operational information.

The Order Confirmation will state the selected plan, lawn-size band, monthly price, applicable Minimum Term, minimum financial commitment, contract start date, expected Direct Debit schedule and any agreed variation.

We will provide the Order Confirmation and these terms by email or another format that can be saved.

If Verde cannot accept the signup, the customer will be notified and any payment collected will be refunded.

4. Essential Plan

The Essential Plan includes at least **4 scheduled visits during each complete Programme Year** while the plan remains active.

The plan includes, where reasonably required, safe and seasonally suitable:

- professional fertiliser treatments;
- targeted lawn weed control;
- moss control;
- scarification; and
- ongoing lawn reviews.

Essential term

Essential has no Minimum Term. It is a recurring monthly plan that may be cancelled by giving 30 calendar days' notice.

If Essential is cancelled before a complete Programme Year has elapsed, the customer is not entitled to receive all four annual visits before cancellation. The advertised visit frequency describes the service supplied where the plan remains active for a complete 12-month period.

5. Premium Plan

The Premium Plan includes at least **6 scheduled visits during each complete Programme Year** while the plan remains active.

The plan includes, where reasonably required, safe and seasonally suitable:

- professional fertiliser treatments;
- targeted lawn weed control;
- moss control;
- scarification;
- lawn aeration; and
- ongoing lawn reviews.

Premium Minimum Term

Premium has a standard **6-month Minimum Term**. The Minimum Term is reduced to **3 months** once all objective Qualifying Service conditions in section 7 have been satisfied. Verde will confirm the reduction in writing.

If Premium is cancelled after the applicable Minimum Term but before a complete Programme Year has elapsed, the customer is not entitled to receive all six annual visits before cancellation.

6. Ultimate Plan

The Ultimate Plan includes at least **10 scheduled visits during each Programme Year**.

The plan includes, where reasonably required, safe and seasonally suitable:

- professional fertiliser treatments;
- targeted lawn weed control;
- moss control;
- scarification;
- lawn aeration;
- overseeding;
- routine top-dressing; and
- ongoing lawn reviews.

Ultimate Minimum Term

Ultimate has a **12-month Minimum Term**. There is no reduced Minimum Term for Ultimate unless Verde expressly agrees otherwise in writing.

The monthly price spreads the cost of an annual programme across 12 payments. The value of services supplied may be higher during some months than others.

7. Premium Qualifying Service reduction

The Premium Minimum Term may be reduced from 6 months to 3 months where the customer purchases a Qualifying Service from Verde for the same Property.

7.1 Qualifying Services

A Qualifying Service means one or more of the following separately quoted services:

- top-dressing;
- overseeding or reseeding;
- a separately quoted lawn renovation;
- turf installation; or
- a combination of these services.

Routine services already included within Premium do not count as a separate Qualifying Service. A lawn renovation consisting only of routine scarification or aeration already included in Premium will not qualify unless additional separately quoted improvement work is included.

7.2 Required spend

The amount actually paid for the Qualifying Service must be at least equal to **6 times the customer's Premium monthly payment stated in the Order Confirmation at the Plan Start Date**. If a pricing correction is agreed under section 12 before treatment begins, the corrected monthly payment and threshold apply.

Premium monthly payment	Minimum qualifying spend
£18	£108
£22	£132
£27	£162
£32	£192

Where a discount is applied, the amount actually paid after the discount must meet the qualifying threshold. Several eligible services may be combined to reach the threshold.

7.3 Additional conditions

The reduction applies only where:

- the Qualifying Service is for the same customer and Property;
- it is agreed at sign-up or during the first 3 months of Premium, unless Verde agrees otherwise;
- the Qualifying Service has been completed in full;
- the required qualifying invoice has been paid in full in cleared funds; and
- the service or payment has not been cancelled, refunded, reversed or charged back before confirmation.

A quotation, enquiry, provisional booking, incomplete service, unpaid invoice or refundable deposit does not qualify.

Once the conditions above are satisfied, the customer is entitled to the reduced Minimum Term. Verde will issue written confirmation normally within 5 working days. The confirmed 3-month term runs from the original Premium Plan Start Date.

Once written confirmation has been issued, a later payment reversal does not automatically restore the 6-month Minimum Term. Any amount legitimately due for the completed Qualifying Service remains payable and may be recovered separately.

8. Meaning of included services

The plans are managed lawn-care programmes. They are not bundles requiring every listed service to be performed immediately or during every visit.

Treatment timing is determined using reasonable professional judgement and takes account of:

- lawn condition;
- soil and ground conditions;
- season and temperature;
- moisture levels;
- weather forecasts;
- recent treatments;
- product instructions;
- customer aftercare; and

- whether the planned service would benefit the lawn.

Mechanical and renovation services, including scarification, aeration, overseeding and top-dressing, will normally be carried out no more than once during a Programme Year unless otherwise stated.

Where a listed service is not reasonably required, safe or seasonally suitable, or would be damaging, Verde may defer or omit it. We will record the reason in the relevant visit note or lawn review and provide that explanation to the customer in writing.

Several treatments may be completed during one attendance. That attendance counts as one scheduled visit.

Routine top-dressing means a suitable light application intended to support lawn health. It does not include major levelling, filling substantial hollows or importing large quantities of soil unless separately quoted.

Overseeding is intended to improve grass density. Germination depends on temperature, moisture, weather and customer aftercare and cannot be guaranteed.

Moss control may cause moss to blacken before it is removed or breaks down. Treatment does not guarantee that moss will never return.

9. Services not normally included

Unless expressly included in the Order Confirmation, the plans do not include:

- regular lawn mowing;
- new turf installation;
- complete lawn renovation;
- drainage or structural soil work;
- major lawn levelling;
- irrigation installation or repairs;
- specialist pest or disease treatment;
- removal of trees, roots or shrubs;
- hard-surface weed control;
- removal of excessive waste or arisings; or
- work outside the agreed lawn areas.

Additional work requires a separate quotation and customer approval.

10. Monthly prices

The following monthly prices apply to standard online signups unless a different amount is confirmed in writing.

Lawn size	Essential	Premium	Ultimate
Up to 50m ²	£12	£18	£42
51-100m ²	£15	£22	£49
101-150m ²	£18	£27	£57
151-200m ²	£21	£32	Personalised quote
201-250m ²	£24	Personalised quote	Personalised quote
251m ² and above	Personalised quote	Personalised quote	Personalised quote

The amount in the Order Confirmation is the total monthly price payable, including any VAT legally chargeable.

11. Minimum financial commitments

Essential

Essential has no fixed minimum financial commitment beyond payments falling due during its 30-day cancellation-notice period.

Premium - standard 6-month Minimum Term

Monthly price	Minimum total
£18	£108
£22	£132
£27	£162
£32	£192

Premium - confirmed 3-month Minimum Term

Monthly price	Reduced minimum total
£18	£54
£22	£66
£27	£81
£32	£96

The separately purchased Qualifying Service is additional to these Premium payments.

Ultimate - 12-month Minimum Term

Monthly price	Minimum total
£42	£504
£49	£588
£57	£684

A personalised quotation will state the monthly price and applicable minimum total.

12. Lawn measurement and pricing corrections

Online pricing is based on the lawn-size band selected during signup. The customer must provide an honest estimate. Customers who are unsure should select the closest reasonable estimate and tell Verde that measurement is required.

We may measure the lawn before or during the initial visit. If the lawn is within a different band, we will provide:

- the verified lawn size;
- the correct monthly price;
- the revised minimum financial commitment; and

- any revised Premium qualifying-spend threshold.

A higher price will not apply without the customer's agreement.

If a revised price cannot be agreed before treatment begins, either party may cancel and any payment collected will be refunded.

If the customer expressly requested treatment before measurement or price confirmation, they must pay a reasonable amount for services properly supplied before cancellation.

Larger lawns marked as requiring a personalised quote will not enter the normal payment programme until the price has been agreed.

13. Visit frequency and scheduling

Treatments do not necessarily take place monthly. Visits are scheduled at intervals appropriate to the lawn's needs, season, treatment, product requirements, ground conditions and weather.

Verde will distribute visits reasonably throughout each Programme Year, subject to seasonal requirements, weather, lawn condition and the professional timing of treatments. Verde will not deliberately defer, bunch together or cancel included visits in a way intended to disadvantage a customer who has given cancellation notice.

We will normally provide reasonable notice of a visit. The customer does not need to be home provided safe and unobstructed access is available to all agreed lawn areas.

The annual visit number describes the service supplied while the plan remains active for a complete Programme Year. Visits:

- do not accrue in advance;
- cannot all be demanded before cancellation;
- are not exchanged for cash or refunds merely because the plan ends before a full Programme Year; and
- may include several treatments during one attendance.

We may alter the planned service sequence where reasonably necessary for lawn health, weather, safety or product compliance.

14. Weather and postponements

We may postpone or reschedule work where weather, ground conditions, product instructions, equipment problems or circumstances outside our reasonable control make the planned service unsuitable or unsafe.

Examples include:

- heavy or prolonged rain;
- frost, snow or frozen ground;
- drought or extreme heat;
- waterlogged or excessively dry ground;
- high winds;
- unsafe access; or
- legal restrictions affecting product use.

A weather-related postponement is not a missed visit. We will rearrange the work within a reasonable period when suitable conditions return.

If a substantial delay prevents an important service from being provided within a reasonable time, Verde and the customer will discuss a revised schedule or another fair solution. The customer's statutory rights remain unaffected.

15. Customer responsibilities

The customer must:

- provide safe and unobstructed access;
- unlock gates or provide agreed access instructions;
- remove toys, furniture, hoses and movable objects;
- remove dog or animal waste before visits;
- notify Verde about pets, ponds, beehives, edible plants or sensitive areas;
- identify irrigation, cables, lighting, drainage covers and hidden hazards;
- disclose products or treatments recently applied by the customer or another contractor;
- follow watering, mowing and aftercare instructions;
- keep children and pets away until treatments are dry or the advised re-entry time has passed;
- obtain necessary landlord, owner or management-company permission; and
- keep contact and access information updated.

Verde is not responsible for reduced results caused by failure to follow reasonable aftercare instructions.

16. Failed access and customer postponements

If Verde cannot access the lawn, we will normally attempt to contact the customer and rearrange the visit.

If access fails repeatedly, or the customer does not give at least 24 hours' notice that access will be unavailable, Verde may:

- treat the visit as missed;
- charge reasonable costs actually incurred; or
- suspend the plan until reliable access is arranged.

We will consider circumstances outside the customer's control before applying a charge.

If Verde fails to attend without reasonable notice or explanation, the visit will be rearranged and will not count towards the visit total.

A customer postponement does not automatically extend the Minimum Term or remove a payment that is otherwise due.

17. Treatment safety

Verde uses professional products in accordance with product labels, manufacturer instructions, applicable legislation and relevant safety guidance.

We will provide relevant safety and re-entry instructions. The customer is responsible for ensuring household members, visitors, children and pets follow those instructions.

The customer must inform Verde before treatment about known allergies or sensitivities, grazing animals, adjoining edible crops, ponds or watercourses, and other circumstances requiring special precautions.

18. Lawn results

Verde will provide services with reasonable care and skill.

Lawns are living natural systems. Results are affected by:

- soil type and compaction;
- shade and tree roots;
- drainage;
- drought, frost, heat or excessive rainfall;
- watering and mowing;
- customer aftercare;
- pet damage;
- pests and disease;
- previous chemical use;
- seed germination;
- wear and foot traffic; and
- the lawn's starting condition.

Verde does not guarantee a completely weed-free or moss-free lawn, a particular colour, complete seed germination, that every bare area will fill, an instant transformation, or that weeds, moss, pests or disease will never return.

This does not affect the customer's rights where a service is not supplied with reasonable care and skill.

19. Cancellation and notice requirements

19.1 Contractual cancellation right

The customer may notify Verde that they wish to cancel at any time.

Except when exercising the statutory 14-day cancellation right or another legal right to cancel immediately, the customer must give at least **30 calendar days' notice**.

Notice may be given by:

- email to info@verdelawncare.co.uk;
- WhatsApp to 07476 242276;
- telephone on 0151 272 8904; or
- post to Verde's registered office.

Verde will acknowledge the request in writing, normally within 3 working days, and confirm when notice was received, the applicable Minimum Term, the final service date, the final payment date and the Effective Cancellation Date.

Cancelling a Direct Debit through the customer's bank does not, by itself, cancel the lawn-care contract.

19.2 Statutory 14-day cancellation period

Where the contract is entered into online, by telephone or away from our business premises, the customer normally has 14 days from the day after the contract is formed to cancel without giving a reason.

The 30-day contractual notice period and Minimum Terms do not override this statutory right.

Unless the customer separately requests an earlier start, we will not normally begin services until the statutory cancellation period has expired.

If the customer expressly requests that services begin during the cancellation period and then cancels, they must pay a reasonable amount for services properly supplied before cancellation.

Any refund due will normally be provided within 14 days after Verde receives the cancellation notice.

19.3 Essential cancellation

Essential has no Minimum Term. Cancellation takes effect 30 calendar days after Verde receives notice.

The plan, payments and services continue during the notice period. No early-termination charge applies.

If a payment includes a period after the Effective Cancellation Date, an appropriate unused amount will be refunded or credited.

19.4 Premium cancellation

Premium normally has a 6-month Minimum Term. Once all objective Qualifying Service conditions in section 7 have been satisfied, the Minimum Term is reduced to 3 months and Verde will confirm this in writing.

The customer may submit notice at any time. Cancellation takes effect on the later of:

- 1 30 calendar days after Verde receives notice; or
- 2 the final day of the applicable 3-month or 6-month Minimum Term.

To end Premium when the Minimum Term expires, the customer should provide notice at least 30 days before that date.

All monthly payments falling due before the Effective Cancellation Date remain payable. Verde will continue supplying or making the contracted services available until that date.

Verde will continue to schedule services reasonably during the notice period and will not deliberately delay or cancel included visits because notice has been given.

Choosing not to accept an available scheduled service, or refusing access, does not automatically remove payment obligations during the Minimum Term.

19.5 Ultimate cancellation

The customer may submit notice at any time. Cancellation takes effect on the later of:

- 1 30 calendar days after Verde receives notice; or
- 2 the final day of the 12-month Minimum Term.

To end Ultimate when month 12 expires, the customer should provide notice at least 30 days before that date.

All monthly payments falling due before the Effective Cancellation Date remain payable. Verde will continue supplying or making the contracted services available until that date.

Verde will continue to schedule services reasonably during the notice period and will not deliberately delay or cancel included visits because notice has been given.

Choosing not to accept an available scheduled service, or refusing access, does not automatically remove payment obligations during the Minimum Term.

19.6 Effect of notice during a Minimum Term

The customer has the right to submit a cancellation request at any time. Submitting notice does not shorten the applicable Premium or Ultimate Minimum Term.

Unless a statutory cancellation right applies or Verde agrees to an earlier release:

- the plan remains active;
- monthly payments remain due;
- Verde remains ready to provide the contracted services; and
- cancellation becomes effective only after both the Minimum Term and 30-day notice period have ended.

These are continuing payments for an active plan rather than an immediate cancellation penalty.

19.7 Exceptional early release

A customer may ask Verde to agree to an earlier release from a Premium or Ultimate Minimum Term.

We will consider circumstances reasonably, including serious illness, bereavement, permanent relocation outside our service area, sale of the Property or another substantial change outside the customer's reasonable control.

Where an earlier release is agreed, any settlement must be reasonable and take account of services already supplied, payments received, costs already committed, costs Verde will save, whether losses can reasonably be reduced and Verde's actual loss.

Any settlement will not exceed the remaining payments in the Minimum Term.

19.8 Cancellation because of Verde's breach

The Minimum Term and notice period do not prevent the customer from exercising legal rights where Verde materially breaches the contract, repeatedly fails to provide agreed services, fails to supply services with reasonable care and skill, is permanently unable to provide the plan, or gives the customer another legal right to cancel.

Where the customer has a legal right to cancel because of Verde's breach, payment will not be required for services that Verde is no longer required to supply.

20. Direct Debit payments

Payments are collected monthly by Direct Debit through our authorised payment provider. The monthly amount and expected collection schedule will be confirmed before payments begin.

Monthly payment does not mean a visit will occur in that month. Payments support a programme of seasonally scheduled services.

Cancelling the Direct Debit does not automatically cancel the contract or remove amounts properly due under it. The customer's rights under the Direct Debit Guarantee remain unaffected.

If a payment fails, Verde may notify the customer, ask the provider to retry the payment, suspend future visits after reasonable notice and request payment of amounts properly due.

Repeated failed payments or cancelling the mandate without contacting Verde may result in contract termination and recovery of legitimate arrears. Verde will not impose an excessive or disproportionate late-payment charge.

21. Continuation after the Minimum Term

After the applicable Minimum Term, Premium and Ultimate continue as rolling monthly plans. Neither plan automatically enters another fixed 6-month or 12-month Minimum Term.

A rolling plan may be cancelled by giving 30 calendar days' notice.

Verde will send a reasonable reminder before the Premium or Ultimate Minimum Term expires. The reminder will include the date the Minimum Term ends, the monthly price, confirmation that the plan will continue monthly, how to cancel and the deadline for ending the plan on the Minimum Term end date.

We may also send reasonable periodic reminders while a rolling plan continues.

22. Price and service changes

The agreed price will not change during a Minimum Term unless the verified lawn size is materially different and the customer accepts the revised price, the customer requests a different plan or additional work, the parties agree another change, or a legal or tax change requires an adjustment.

After any Minimum Term, Verde may change the monthly price by giving at least 30 days' written notice. The customer may cancel before the new price takes effect.

We will not materially reduce the services without a fair reason. If a proposed change places the customer at a material disadvantage, the customer may cancel without an early-release settlement.

Website updates do not automatically change an existing contract unless required by law or agreed with the customer.

23. Verde's right to suspend or terminate

Verde may suspend or terminate a plan where:

- payments remain overdue after reasonable notice;
- safe access is repeatedly unavailable;
- the customer threatens or abuses staff;
- the Property presents an undisclosed safety risk;
- essential safety instructions are repeatedly ignored;
- the Property is outside the service area; or
- continuing the service would be unlawful or unsafe.

Where reasonably possible, we will give the customer an opportunity to correct the problem.

If Verde ends the plan without customer fault, the customer will pay only for services properly supplied and any overpayment will be refunded.

Verde will not use this section to avoid providing services while continuing to collect payments improperly.

24. Property damage and existing problems

Verde will take reasonable care while working at the Property.

We are not responsible for damage or reduced lawn performance caused by:

- pre-existing lawn, soil or drainage problems;
- hidden or undisclosed pipes, cables, irrigation or lighting;
- defective edging, paving, fencing or garden structures;
- customer, pet or third-party actions;
- extreme weather;
- pests, wildlife or disease not caused by Verde; or
- inaccurate customer information.

Suspected damage should be reported promptly. The customer must give Verde a reasonable opportunity to inspect and, where appropriate, put matters right.

Nothing in these terms excludes or restricts liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of rights that cannot legally be excluded, or another liability that the law does not permit us to exclude.

25. Complaints

Customers should contact Verde promptly if they are unhappy with a service.

Email: info@verdelawncares.co.uk

Telephone: 0151 272 8904

Mobile / WhatsApp: 07476 242276

Please provide the customer's name, Property address, relevant visit date and an explanation of the problem.

We will investigate fairly and may ask to inspect the lawn. Where a service was not supplied with reasonable care and skill, an appropriate remedy may include repeating the service, correcting the problem or providing a suitable price reduction.

26. Personal information

Verde uses personal information to administer customer accounts, arrange visits, provide services, process payments, keep treatment records and communicate with customers.

Our Privacy Notice is available on the Verde Lawn Care website or on request by emailing info@verdelawncares.co.uk.

Where bank information is collected directly by our authorised payment provider, Verde does not receive or store the customer's complete bank details.

27. Employees and subcontractors

Verde may use appropriately trained employees or subcontractors to supply parts of the service. Verde remains responsible for the proper performance of the contract.

The customer may not transfer the plan to another person or Property without Verde's written agreement.

28. General provisions

If a provision of these terms is found to be unlawful or unenforceable, the remaining provisions continue to apply.

A delay in enforcing a right does not mean that the right has been waived.

Only Verde and the customer may enforce the contract unless the law provides otherwise.

Nothing in these terms affects the customer's statutory consumer rights.

29. Governing law

These terms are governed by the laws of England and Wales.

Disputes may be dealt with by the courts having jurisdiction where the customer lives. Customers living in Scotland or Northern Ireland retain any right to bring proceedings in their local courts.

Model Cancellation Form

The customer may use this form but does not have to. Any clear cancellation statement sent by email, post, telephone or WhatsApp is acceptable.

To:

Verde Lawn Care Ltd
Apartment 5, Brotherton View
704 New Chester Road
Wirral
United Kingdom
CH62 2BB

Email: info@verdelawn care.co.uk

Mobile / WhatsApp: 07476 242276

I give notice that I wish to cancel my lawn-care plan.

Customer name

Property address

Selected plan

Contract date

Telephone or email

Signature (if submitted on paper)

Date

You may alternatively cancel by sending a clear statement using the contact details above. Verde will confirm the Effective Cancellation Date in writing.