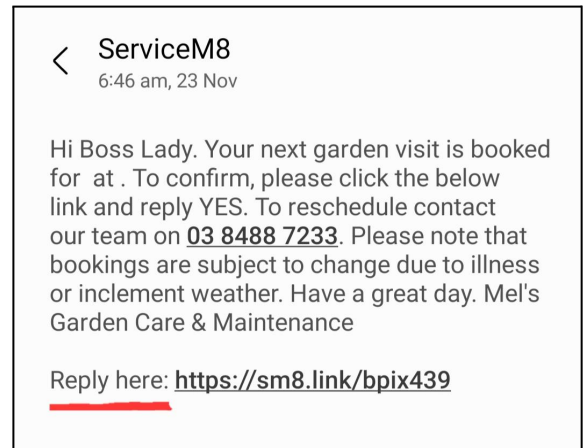


THANK YOU for choosing *Mel's Garden Care & Maintenance*. If you'd like to be the BEST CLIENT EVER! Here's how it's done 😊

CONFIRMING YOUR BOOKING

- You will receive a confirmation text message prior to your visit. Please click the highlighted link to reply YES
- Replying as you would a normal text **will not** come through
- If we are unable to contact you to confirm your visit we will notify you that we are unable to attend your property
- **Cancellations & rescheduling**. Sometimes life happens! We will always try to provide at least 24 hours notice of any scheduling changes and we'd love it if you could do the same
- Please be specific when providing us with **job requests** so we can ensure we have the right tools for the job.
- Please note that there are some jobs we cannot attend to - including using chainsaws - you'll find a full list of our services [here](#)



SAFETY

- Please advise us if there's anything in your garden that we should be aware of such as loose steps, rabbit traps, holes, wasp nests etc.
- During '**snake season**' our team will work in pairs if possible. If you've seen a snake or know there has been one on your property in the past, please let us know.
- Please remove - or notify our team - of any hazardous objects from any areas that are to be mowed or brush cut.

PETS

- If you have an outdoor pet, please advise us so we know to close gates etc. If your pet is not confident around strangers or noisy tools, please make arrangements for them to be inside or in a secure and safe area
- **POOP!** - Please clean up as much of your pets #2's before we arrive!

SOCIAL MEDIA

- Please follow us on [Facebook](#) & [Instagram](#)
- We often take pics on site - being mindful not to show any identifying features of your property. Please let us know if you do not give permission for us to post your pics

TERMS & CONDITIONS

- You'll find details of our payment terms. A full list of our up to date terms and conditions can be found at www.melsgarden.com.au/terms and are clearly outlined on our accounts and quotations.

