



In-Store Landscape Consultation & Design

This service includes a one-hour, in-store appointment with our professional Horticulture Designer. Initial in-store appointments are complimentary with the purchase of a \$25 Plant Kingdom gift card at the time of scheduling. Scheduled appointments for meetings with our designer lasting longer than 10 minutes are required.

During your appointment time you will be asked to present photographs of the spaces you would like to discuss. Photographs can be submitted electronically ahead of time or be brought to the appointment either printed or on a laptop/tablet. It is important that pictures be of quality to show the detail of the spaces to be discussed. You may also be asked for measurements of the areas but they are not required for conceptual designs or verbal recommendations. Providing the measurements may allow our designer to draw the space to scale during your initial appointment time and expedite the design process without any additional fees. Each project is unique and may or may not require additional time by the designer to complete necessary recommendations, drawings, or quotes. Once your site has been reviewed and you and your designer determine the total scope of your project, your designer will discuss any additional fees required to complete the design and quoting process before proceeding forward.

In-store Landscape Consultation & Design Disclaimer

Scheduled appointments are required for our in-store consultation and design service. In-store appointments are complimentary with the purchase of a \$25 Plant Kingdom gift card. Payment for this gift card is required at the time of scheduling. Gift cards purchased for this service may not be used on the date of purchase and are non-refundable. If it is determined that an onsite visit is necessary or that a drawing requires additional time outside of the initial one-hour appointment you will be billed at our standard rate of \$75.00/hour. These additional services may require that you work with a different designer and payment for these services is due before receiving your plan, recommendations, and quote. During peak season (April – June) turnaround time from initial appointment to finished project may be extended. Scheduling your appointment during the months of July – March will allow for the quickest turnaround time.

If it is necessary to cancel or reschedule your appointment, call 502.893.7333 before the close of business on the business day before your appointment. If we are unable to answer, please leave a detailed message. Late cancellations or no show appointments are not eligible for a refund. Appointments re-scheduled due to no-show or late cancellation are subject to additional fees.

Out of respect for our designer's time, please notify our team if you are expected to arrive late for your appointment. Late arrivals (10 min or more) may require rescheduling. Additional payment is not required for rescheduled appointments due to a late arrival as long as it is rescheduled within 10 days of the original appointment. Appointments rescheduled after the 10 day window are subject to additional fees. We thank you for your cooperation.