



# The Plant Kingdom

Garden Center & Landscape Service

## In-Store Landscape Consultation Service

This service includes a one-hour, in-store appointment with our professional Horticulturalist to review the site, identify plant species, diagnose pest or disease issues, answer questions, discuss current issues and goals, offer design suggestions, and assess the best plan of action. In-store appointments are complimentary with the purchase of a \$50 Plant Kingdom gift card at the time of scheduling. This gift card is non-refundable. Scheduled appointments for meetings with our Horticulturalist 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 a minimum of 24 hours in advance of the appointment 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 will be asked for measurements of the areas but they are only required for a sketch of the proposed plan. Providing the measurements at the appointment may allow our Horticulturalist to sketch the space to scale during your initial appointment time and expedite the process without any additional fees. Sketches and estimates are not necessarily included in this service and payment. Each project is unique and may or may not require additional time by the Horticulturalist to complete necessary recommendations, sketches, or estimates. Once your information has been reviewed by the Horticulturalist the total scope of the project will be determined and he or she will discuss any additional fees required to complete the design and estimating process before proceeding forward.

### **In-store Landscape Consultation Service Disclaimer**

Scheduled appointments are required for our in-store consultation service. In-store appointments are complimentary with the purchase of a \$50 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 sketch requires additional time outside of the initial one-hour appointment you will be billed at our standard rate of \$75.00/hour. Your gift card may be used for this service change. These additional services may require that you work with a different Horticulturalist and payment for these services is due before receiving your plan, recommendations, and estimate. During our peak season (April – June) turnaround time from initial appointment to finished project will be extended. Scheduling your appointment during the months of July – February 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 Horticulturalist'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.