



ARBOR CULTURE TREE MANAGEMENT – TERMS AND CONDITIONS

These Terms & Conditions apply to all tree pruning, removal, stump grinding and other arboricultural services undertaken by Arbor Culture Tree Management (Arbor Culture). Acceptance of a quotation or instruction to proceed constitutes acceptance of these Terms & Conditions.

1. Quotations & Scope of Works

Works will be completed in accordance with the accepted quotation. Additional works outside the quoted scope may incur additional charges, which will be discussed before proceeding.

Quotations are based on site conditions and access apparent at the time of inspection. Unforeseen hazards, access restrictions or changed site conditions may require the work method or price to be reviewed.

2. Tree Pruning & Professional Standards

Tree pruning will be undertaken using recognised arboricultural best practice and in accordance with AS 4373 – Pruning of Amenity Trees where applicable. Arbor Culture will not undertake pruning considered unsafe or unnecessarily detrimental to the health or structural integrity of a tree.

Trees are living structures and pruning cannot eliminate the risk of future branch or tree failure. Arbor Culture cannot guarantee against failures following works caused by storms, strong winds, extreme weather, natural branch failure, changes in tree condition, pests, disease, decay or structural defects that were not reasonably apparent at the time of works.

A specific tree risk assessment or arboricultural report is not included in standard pruning works unless stated in the quotation.

3. Access & Property Protection

Tree work requires staff, machinery, equipment and tree material to move through the property. Every reasonable effort will be made to protect lawns, gardens, paving and surrounding property; however, minor disturbance or wear may sometimes be unavoidable.



Clients are responsible for providing suitable access and, where reasonably possible, removing vehicles, furniture and other movable items from the work area.

4. Underground Services, Stump Grinding & Herbicide

Clients must advise Arbor Culture of known underground or concealed services, including reticulation, electrical, gas, water, drainage, sewerage, telecommunications and pool services, and provide plans or locations where available.

Reasonable care will be taken; however, Arbor Culture cannot accept responsibility for damage to services that have not been identified or disclosed before works commence, subject to applicable law.

Stump grinding removes the main stump to a practical depth but does not necessarily remove the entire root system. Underground services, rocks, structures or other obstructions may limit grinding depth. Unless otherwise quoted, stump grindings will remain on site.

Where herbicide treatment is included, an appropriate product will be applied in accordance with the manufacturer's label directions and applicable requirements.

5. Tree Ownership, Boundaries & Approvals

The client is responsible for ensuring they have authority to approve the requested works and for obtaining any required council, strata, neighbouring property owner or other approvals unless Arbor Culture has agreed otherwise.

Trees or branches originating from neighbouring properties will generally only be worked on from the client's property and to the property boundary unless appropriate permission has been obtained.

Arbor Culture may refuse or postpone works where the authority or legality of the proposed work is unclear.

6. Worksite Safety

Tree work creates an active worksite. Clients, residents, children, visitors and pets must remain outside designated work areas and follow reasonable safety directions from our crew.



Children and pets must be kept securely away from the work area, and pet waste should be removed before our arrival. Arbor Culture reserves the right to stop work where conditions are considered unsafe.

7. Wildlife

Reasonable care will be taken to identify and avoid disturbing active nests and wildlife. Works may be modified, delayed or stopped where wildlife is identified and continuing would be unsafe, inappropriate or contrary to applicable requirements.

8. Green Waste, Mulch & Timber

Unless otherwise quoted, green waste generated by our works will be removed and the immediate work area left reasonably clean and tidy.

Where agreed, mulch or suitable timber may be left on site. Timber retained for firewood will generally be cut into manageable sections but will not be split or stacked unless included in the quotation.

9. Weather & Unforeseen Conditions

Works may be postponed, rescheduled or stopped due to high winds, extreme heat, rain, storms, fire danger, unsafe ground conditions or other circumstances affecting safety.

Where unforeseen hazards or site conditions arise, works may be modified or suspended. Any significant change to the scope or price will be discussed before additional chargeable work proceeds.

10. Completion of Works & Customer Concerns

Arbor Culture takes pride in the quality of our work and aims to ensure clients are satisfied with the completed works.

Any concerns should be raised as soon as reasonably possible. Where a concern relates directly to the agreed scope, we will assess the matter and, where reasonable, rectify work that has not been completed as quoted.

Additional pruning, further reductions, changes in preference or works outside the original quotation are not considered rectification works and may incur an additional charge.



As pruning outcomes can be subjective and trees continue to grow and respond following works, return visits will be assessed reasonably on a case-by-case basis against the original agreed scope.

11. Cancellations

We ask that as much notice as possible is provided when cancelling or rescheduling. Cancellations with less than 48 hours' notice may incur a reasonable fee where crew, machinery, specialist resources or other costs have already been committed.

12. Payment

Unless otherwise agreed, payment is due within 7 days of completion and issue of invoice.

Alternative terms may apply to approved commercial, strata or government clients. Reasonable costs associated with recovering overdue accounts may be passed on where permitted by law.

13. Acceptance

By accepting a quotation, confirming a booking or instructing Arbor Culture to proceed, the client accepts these Terms & Conditions and confirms they have authority to authorise the works.

Nothing in these Terms & Conditions excludes or limits any rights or guarantees that cannot lawfully be excluded under Australian Consumer Law.

Arbor Culture Tree Management

Perth, Western Australia