

WHAT TO EXPECT FROM US

Emmerdale Agriculture — Customer Service Charter · Version 1.0, 5 September 2026

You are dealing with one company for the whole job: us. This is what that means in practice. It forms part of our Customer Terms and Conditions.

Before you pay

One fixed price, upfront. You describe the job — service, area, postcode, access, photos — and we give you a single price that includes the contractor, our fee and VAT. No quotes from six different vans, no haggling, no surprises on the day.

Honest about what we can do. If a job can't be priced properly from a description, we'll say so and arrange a site visit or tell you it isn't one for us.

Vetted contractors. Every contractor on our platform has been checked: identity, insurance (public liability of at least £2m), the right certificates for the work (spraying, chainsaw, machinery), and an introductory call or supervised first job. They've signed up to our Contractor Code of Conduct.

After you pay

Your money is safe. We hold it. The contractor isn't paid until you've confirmed the job is done — or three working days have passed without you raising an issue.

Contact within 24 hours. The contractor assigned to your job will get in touch within a day to introduce themselves and agree a date and arrival window. If they don't, tell us and we'll chase or reassign.

They turn up when they say. Confirmation the day before. Arrival within the agreed window. If they're going to be more than 30 minutes late or can't make it, you'll hear before the window starts and be offered a new date within 7 days.

A walk round first. If you're there, the contractor will walk the site with you: boundaries, gates, hazards, livestock, anything to avoid.

Photographs before and after. The contractor photographs the site before starting and again when finished — same angles — and they're uploaded to your job page the same day. You can see exactly what was done, even if you weren't there.

Respect for your property. Gates closed. Agreed routes kept to. No rutting, no damage to verges, drives, fences or hedges outside the job. Horses and livestock never worked around without a plan agreed with you. No smoking, vaping or alcohol on your land. Site left clean — string, netting, packaging and offcuts gone.

If anything gets damaged, you'll be told. The same day, by the contractor and by us. Never hidden.

When the job is done

You confirm, we pay. When the job is marked complete you get an email. You have three working days to confirm or tell us about a problem. Only then does the contractor get paid.

Put-right guarantee. If the work is incomplete or not to a reasonable standard, we arrange for it to be put right within 7 days at no cost to you. If that isn't possible, we refund an appropriate part of the price.

Insured. We carry £5 million of public liability cover on work done through our service, on top of each contractor's own insurance. If something goes wrong, we manage the claim with you.

If you need to cancel

You can cancel any time before work starts. We refund 85% and keep 15% to cover the matching and scheduling already done and any call-out owed to the contractor. If we cancel — no contractor available, or the job can't be done safely or lawfully — you get everything back. Weather reschedules cost nothing.

How to reach us

Through your job page, by email, or by phone on the number shown on your job page. We acknowledge every problem within one working day and tell you what we propose within three.

Emmerdale Agriculture is a trading name of Emmerdale Agriculture Online Ltd, company number 17435453. Registered office: The Old Poultry Shed, Upper Slackstead Farm, Farley Lane, Braishfield, Romsey, SO51 0QL.