

CUSTOMER TERMS AND CONDITIONS

Emmerdale Agriculture Online Ltd (company number 17435453), registered office The Old Poultry Shed, Upper Slackstead Farm, Farley Lane, Braishfield, Romsey, SO51 0QL, trading as **Emmerdale Agriculture** at emmerdaleagriculture.com (**we, us, Emmerdale Agriculture**).

Version 1.0 — 5 September 2026

Please read these Terms before you accept a price. By accepting a price and paying, you agree to them. They are written in plain English on purpose; if anything is unclear, ask us before you pay.

1. Who we are and what we do

1.1 We run an online service through which you can request land, paddock, equestrian-property and rural maintenance work (a **Job**), receive a fixed price, pay online, and have the work carried out by an approved independent contractor (a **Contractor**) that we select and manage.

1.2 **Your contract is with us.** We are responsible to you for the Job being done to the standard in these Terms. The Contractor works for us, not for you. You do not pay the Contractor and the Contractor will not ask you to.

1.3 We are not a lead-generation site. We choose the Contractor, set the price, hold your money until you confirm the work is done, and deal with any problem.

2. Requesting a Job and getting a price

2.1 You describe the Job on our website: the service, the area (by acreage or by drawing the boundary on our map), the postcode, access details, photographs and anything a contractor should know. You confirm that the information is accurate and that you own the land or have the owner's authority to have the work done.

2.2 We match your Job to approved Contractors in your county and obtain quotes. We then show you a single **Price**. The Price includes the Contractor's charge, our service fee and VAT where applicable. It is fixed for the Job as described.

2.3 A Price is valid for the period shown when we send it (usually 7 days). After that it may change or be withdrawn.

2.4 Some Jobs cannot be priced remotely. If so we will tell you and either arrange a site visit or decline the Job.

3. Accepting and paying

3.1 You accept a Price by clicking “Accept and pay” and paying in full by card through our payment provider (Stripe). Your contract with us starts when the payment is confirmed.

3.2 **We hold your money until the work is done.** It is not paid to the Contractor until you have confirmed completion or the confirmation period in clause 7 has passed.

3.3 If you are paying as a business, you confirm that you are authorised to do so. Prices shown to businesses may be stated exclusive of VAT.

4. What happens next — our commitments to you

Once you have paid:

- (a) We assign a Contractor and tell you who they are (business name, and the name of the person attending).
- (b) The Contractor will **contact you within 24 hours** to agree a date and an arrival window. If they do not, tell us and we will chase or reassign.
- (c) The Contractor will confirm the appointment the working day before.
- (d) The Contractor will **arrive within the agreed window**. If they are running more than 30 minutes late or cannot attend, you will be told before the window starts and offered a new date within 7 days.
- (e) The Contractor will walk the site with you if you are present, and will take **before and after photographs** of the work, which you can see on your Job page.
- (f) The Contractor will carry out the Job with reasonable skill and care, respect your property, animals and boundaries, close gates, and leave the site clean.
- (g) When the Job is marked complete you will be asked to confirm it (clause 7).

Our full service promise is in the **Customer Service Charter**, which forms part of these Terms.

5. Your responsibilities

5.1 Give us accurate information about the Job, the site and access. If the Job is materially different from what you described, the Contractor may stop and we may re-price it (clause 6).

5.2 Make sure the site is accessible at the agreed time: gates unlocked, access routes clear, vehicles moved, and any hazards or buried services pointed out.

5.3 Move or secure animals as agreed with the Contractor before work starts. Machinery must not be operated in a field with horses unless you and the Contractor have agreed how they will be managed.

5.4 Be contactable on the day, or nominate someone who is.

5.5 Do not ask the Contractor to do additional work, or work off-platform. Extras go through us (clause 6) so they are recorded, insured and covered by these Terms.

5.6 If you fail to provide access at the agreed time and the Contractor cannot work, the Cancellation Schedule applies as if you had cancelled with less than 48 hours' notice.

6. Changes and extras

6.1 If you want to change the scope, or the Contractor finds the site is materially different from your description, we will send you a revised Price. Work continues only when you have accepted and paid for the revision.

6.2 Reductions in scope after payment are treated as a partial cancellation of the removed part, and the Cancellation Schedule applies to that part.

7. Confirming completion and releasing payment

7.1 When the Contractor marks the Job complete, with photographs uploaded, we will email you. You then have **3 working days** to either confirm completion or tell us about a problem.

7.2 If you do neither within 3 working days, the Job is treated as confirmed and we pay the Contractor.

7.3 If you tell us about a problem, we hold the money and deal with it under clause 8.

8. If something goes wrong

8.1 We want to know. Tell us through your Job page, by email or by phone within the 3 working days in clause 7, with photographs where possible.

8.2 We will acknowledge within one working day and tell you what we propose within 3 working days.

8.3 If the work is incomplete or not to a reasonable standard, we will arrange for the Contractor (or another Contractor) to **return and put it right within 7 days**, at no cost to you. If that is not possible or you reasonably refuse, we will refund an appropriate part of the Price.

8.4 If the Contractor damages your property, tell us and the Contractor on the day. The Contractor is required to report it too. We carry public liability insurance of **£5,000,000**

covering work done through our service, and we require every Contractor to hold their own insurance. We will manage the claim with you.

8.5 If you are a consumer, nothing in these Terms takes away your rights under the Consumer Rights Act 2015, including the right to have a service performed with reasonable care and skill and, where it is not, to repeat performance or a price reduction.

9. Cancelling

9.1 You can cancel a Job at any time before the work starts, on your Job page or by emailing us.

9.2 **Cancellation fee.** If you cancel after you have paid, we retain a cancellation fee of **15% of the amount you paid** and refund the remaining 85% to your original payment method within 5 working days. The fee covers the matching, scheduling and administration we have already carried out, and any call-out we pay the Contractor.

9.3 If you cancel after the Contractor has started work, you pay for the work done to date plus the 15% fee on the remainder, and we refund the rest.

9.4 If you are a consumer, you also have a legal right to cancel within 14 days of payment under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. By accepting a Price you ask us to begin providing the service (matching and scheduling a Contractor) straight away. If you cancel within those 14 days, we will refund the amount you paid less a proportionate charge for the service already provided up to the point of cancellation, which we set at the 15% fee once a Contractor has been assigned to your Job, and at nil if no Contractor has yet been assigned.

9.5 **If we cancel.** If we cannot find a Contractor, or the Contractor cannot attend and we cannot offer you a new date within 7 days, or the Job cannot lawfully or safely be done, we will cancel and refund you in full. No fee is charged.

9.6 **Weather and safety.** Field work depends on ground and weather conditions. If the Contractor judges that the work cannot be done safely or properly on the day, it will be rescheduled within 7 days at no extra cost. This is not a cancellation by either side.

10. Prices, payment and refunds

10.1 All Prices are in pounds sterling. Where VAT applies it is included in the Price shown to consumers.

10.2 Payment is by card through Stripe. We do not see or store your full card details.

10.3 Refunds go back to the card you paid with, normally within 5 working days of our decision.

11. Our liability to you

11.1 We are responsible for loss or damage you suffer that is a foreseeable result of our breaking these Terms or failing to use reasonable care and skill. We are not responsible for loss that is not foreseeable, or for business losses if you are using our service for a business.

11.2 Where you are a business, our total liability to you in connection with a Job is limited to the Price you paid for it.

11.3 Nothing in these Terms limits or excludes our liability for death or personal injury caused by negligence, for fraud, or for anything that cannot be limited by law.

11.4 We are not responsible for delays or failures caused by events outside our reasonable control, including severe weather, flooding, animal disease restrictions, road closures or the acts of third parties, but we will tell you as soon as we can and reschedule or refund.

12. Your information

12.1 We use your details to provide the service, to pay Contractors, to keep records and to contact you about your Job. We share with the assigned Contractor only what they need to do the work: your name, contact details, the site address and access details, the Job description and your photographs. Contractors must keep this confidential and delete it after the Job.

12.2 Our Privacy Notice at emmerdaleagriculture.com/privacy explains this in full, including your rights. We are the data controller.

12.3 Before and after photographs of the work belong to us. We may use them, with identifying features removed, to show our services. Tell us if you would rather we did not.

13. Reviews

We may invite you to rate and review the work. Reviews must be honest and about your own experience. We may publish them, with your first name and county.

14. General

14.1 These Terms and the Customer Service Charter are the whole agreement between you and us for the Job.

14.2 We may update these Terms. The version you accepted applies to your Job.

14.3 If any part of these Terms is found unenforceable, the rest continues to apply.

14.4 These Terms are governed by the law of England and Wales. If you are a consumer living in Scotland or Northern Ireland you may also bring proceedings there.

14.5 If you are unhappy with how we have handled a complaint, you can use the online dispute resolution options available to consumers, or take the matter to court. We will always try to resolve it with you first.

CANCELLATION SCHEDULE

Situation	What you pay	What you get back
You cancel after paying, before work starts (any notice period)	15% of the amount paid	85% refund within 5 working days
You cancel after work has started	Value of work done, plus 15% of the remainder	The balance
You fail to give access at the agreed time and the Contractor cannot work	15% of the amount paid	85% refund, or reschedule at no extra cost if we can
We cancel (no Contractor, no new date within 7 days, or the Job cannot lawfully or safely be done)	Nothing	100% refund
Weather or safety reschedule	Nothing	Job rescheduled within 7 days
Consumer cancelling within 14 days of payment before a Contractor is assigned	Nothing	100% refund
Consumer cancelling within 14 days of payment after a Contractor is assigned	15% (proportionate charge for service provided)	85% refund