



Consumer Contract

Consumer contract information under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

The service we will provide

Balston Agius is a landscape and garden design practice providing landscape architectural work, garden design and related services.

How can you contact us?

Our contact telephone number is 01380 848181.

Our email address is info@balstonagius.co.uk.

You can contact us by completing [this form](#) on our website.

You can write to us at Balston Agius Ltd, Long Barn Manor Farm Lane, Patney, Devizes, Wiltshire SN10 3RB, UK.

Our fees

Our fees are set out in our Fee Proposal and consist of a time based hourly charging rate and/or fixed fees plus expenses.

Further detail about our fees is included in our Fee Proposal and Terms and Conditions.

How long will it take?

It is not possible to be precise about how long our services will take as all projects are unique, our services are bespoke and projects usually evolve in scope as they progress. The overall project duration will depend on multiple factors. While some factors are within our control many are not such as the services of other contractors.

We will be happy to talk through the likely duration of your project, but we cannot give you any assurances as to when the project will complete.

Your right to cancel

You have the right to cancel your instructions with us without cost up to 14 days after our initial communication with you. You can cancel your instructions by using the contact details provided above or by completing the cancellation form referred to below. If you have made an express request that we start work early on your behalf, then we may ask you to pay an amount in proportion to the service provided. If you cancel after that period, you will be charged in accordance with our Terms and Conditions.

You will lose the right to cancel your instructions if we start work at your request and have fully performed the services by the time of cancellation.

Cancellation form

You can download a copy of our cancellation form [here](#) for printing and completion.

For more information, please [get in touch](#).