Consultation Booking & Cancellation Terms

Last updated 29 October 2026

Crafted Landscapes is a trading name of Crafted Living Ltd. Company No. 16383934. Registered office: Flat 3, 30 Cantelupe Road, Bexhill-on-Sea, East Sussex, TN40 1HL.

These terms apply to the Crafted Call and Crafted Consultancy, provided by Crafted Living Ltd trading as Crafted Landscapes.

Complimentary Initial Conversation

Our initial telephone conversations are free and without obligation. They allow us to understand your requirements and recommend the most appropriate service. They do not include a formal design assessment or detailed consultancy.

Crafted Call

A 60-minute Zoom consultation. £300 + VAT (£360 including VAT).

Includes an online discussion of your project, the information you share with us and professional design guidance. Formal design drawings and reports are not included unless separately agreed.

Crafted Consultancy

A 90-minute on-site consultation. £900 + VAT (£1,080 including VAT).

Includes an on-site discussion of design opportunities, practical considerations and possible next steps. Additional travel charges may apply and will be agreed with you before booking. Formal surveys, drawings and written reports are not included unless separately agreed.

Arranging a Consultation

Consultations are arranged directly through the studio. This website does not take payment or confirm appointments online. Sending an enquiry is a request for contact, not a confirmed booking. The studio will agree the appointment, payment arrangements and applicable terms with you directly.

Rescheduling

If you need a different appointment, please contact us as early as possible and we will do our best to offer an alternative.

Your Right to Cancel

If you arrange a consultation by email or by telephone as a consumer, you normally have the right to cancel within 14 days of the day the contract is made, without giving a reason. Applicable statutory cancellation rights remain unaffected.

To cancel, tell us clearly in writing, for example by email to jamie@craftedlandscapes.co.uk. You may use the model cancellation form below, but you do not have to.

If you cancel, we will refund all payments received from you without undue delay and no later than 14 days after we are told of your decision, using the same payment method unless you agree otherwise.

Where a consultation is requested during the 14-day cancellation period, the required information, express early-service request and acknowledgement must be agreed and recorded before work begins. A proportionate charge following cancellation depends on the applicable legal requirements having been met. The cancellation right is lost on full performance only where the required express request and acknowledgement have been obtained.

Nothing in these terms affects your statutory rights.

Model Cancellation Form

To: Crafted Living Ltd (trading as Crafted Landscapes), Flat 3, 30 Cantelupe Road, Bexhill-on-Sea, East Sussex, TN40 1HL. Email: jamie@craftedlandscapes.co.uk.

- I hereby give notice that I cancel my contract for the supply of the following service:
- Ordered on / received on:
- Name of consumer:
- Address of consumer:
- Signature of consumer (only if this form is notified on paper):
- Date:

Separate Project Contracts

Crafted Concept, Crafted Detail and Crafted Build are each subject to an individual proposal and their own contractual terms. These consultation terms do not replace those agreements.

Contact

Email: jamie@craftedlandscapes.co.uk

Telephone: 0800 096 6150

Post: Crafted Living Ltd, Flat 3, 30 Cantelupe Road, Bexhill-on-Sea, East Sussex, TN40 1HL

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