

Changes to Delivery Procedure for Private Property

We have a trusted team of delivery drivers and we pride ourselves on our customer service, however, in recent years we have had increasing demands placed on our drivers to carry bags further and further, into awkward spaces or over unsafe paths or steps, so we have taken the decision to revisit our delivery guidelines.

Deliveries will only be guaranteed to one position, within a reasonable distance of the property access point or safe parking for delivery van. Please do not ask our delivery team to make multiple drops around a single property.

Deliveries will not be made through any indoor property due to insurance risk.

New parking restrictions prevent parking on any pavements within Edinburgh but our vehicles will also not park on zig zags, double yellow lines or in bus lanes.

Please ensure a clear access to your property, free from any hazards or blockages such as wheelie bins, bikes or dog waste.

If you have a specific request, please call our office to discuss your requirements. We may be able to arrange a special delivery but if they require extra time or additional staff there may be an extra charge. Please do not ask the delivery team on arrival as refusal may cause offence.

These guidelines are designed to keep our delivery team safe as well as help to keep delivery times down and our prices as competitive as possible. We are very lucky to have a dedicated team, please be kind to them.

GardenSolutions

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Changes to Delivery Procedure for Allotments

We have a trusted team of delivery drivers and we pride ourselves on our customer service, however, in recent years we have had increasing demands placed on our drivers to carry bags further and further, into awkward spaces or over unsafe paths or steps, so we have taken the decision to revisit our delivery guidelines.

Allotment deliveries will only be guaranteed to one position, inside the main entrance gates.

Please do not ask our delivery team to deliver to individual plots, refusal may cause offence.

New parking restrictions prevent parking on any pavements within Edinburgh but our vehicles will also not park on zig zags, double yellow lines or in bus lanes.

Please ensure a clear access, free from any hazards or blockages such as wheelie bins, bikes or dog waste.

We advise allotment owners to try and arrange a group order which can qualify for a trade discount. Individual orders for allotments will still only be delivered to the main gates and not to individual plots.

These guidelines are designed to keep our delivery team safe as well as help to keep delivery times down and our prices as competitive as possible. We are very lucky to have a dedicated team, please be kind to them.

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