



Garden Coach Program: In-Store / Phone Consultation

\$35 for a 45 minute meeting, either in our store or over the phone.

Are you a beginning gardener and need some help getting started? Perhaps you have a new home and need help addressing existing challenges, or you're ready for a fresh garden makeover. A visit with our Garden Coach will help take your gardening skills to the next level.

When you spend 45 minutes with our Garden Coach, they'll help you identify areas in your landscape ready for improvement, suggest new approaches to refresh outdoor living spaces, recommend the proper plants for your needs, and provide planting and maintenance information. With your consultation, you'll receive a voucher good for **20% off all full-price merchandise for 30 days from the day of your appointment** which you can apply to your purchases!

To make the most of your time, we suggest having:

- * **A list of at least 3 goals you want to accomplish in your garden.** This list will help your Garden Coach zero in quickly on your most important needs.
- * **Photos of your garden.** This will help give your Garden Coach a better idea of what you already have and what you'd like to change. Bring other photos, books, or magazines with plants, gardens or features you like. These images can help communicate your likes and dislikes to the Coach.
- * **Your NHG Garden Planner.** Bring the completed Garden Planner (which will be e-mailed to you when you schedule your appointment). Your Garden Coach will use it to make notes and plant lists for your review in the future as you move forward with your landscape plans.
- * **A plat of your property,** if you have one. A plat is not necessary, but is often helpful to understand the scale of your house to the surrounding property.

How the Consultation Works:

- * **To make your appointment, simply email feedback@nhg.com** and include your phone number, and we will call you to verify details and get credit card information for billing. Low-contact appointments are available onsite or by phone (and may utilize Facetime or Skype if you're comfortable with that technology). We will email your receipt and the Garden Planner paperwork to be completed before your appointment. For phone appointments, please scan and return the Garden Planner and photos to **feedback@nhg.com**, if possible, prior to your visit.
- * **A the start of the visit, your Garden Coach will review the materials you provide and ask you a series of questions.** Your Garden Coach will make plant or hardscape suggestions and make notes and recommendations on the NHG planner for you to keep.
- * **All Garden Coach clients will be enrolled in our NHG Grow Card program** and accrue points toward cash off retail purchases.

Please note: Our Garden Coach service *does not* include garden design services. While your Garden Coach will make plant and layout recommendations on your planner, we do not provide a full garden design. NHG does offer the **Landscape Concierge Service**, a list of independent landscape companies, at nhg.com. **Appointments MUST be cancelled with 24 hours notice. Thank you.**



Garden Coach Program: At-Home Consultation

\$125 for the first hour and **\$50** for each subsequent 30-minute block, including travel time. Appointments available within selected areas.

Are you a beginning gardener and need some help getting started? Perhaps you have a new home and need help addressing existing problem areas, or just want a fresh garden makeover. A visit with our Garden Coach will help take your gardening skills to the next level.

During your hour-long appointment, our Garden Coach will help you identify areas in your landscape ready for improvement, suggest new approaches to refresh outdoor living spaces, recommend the proper plants for your needs, and provide planting and maintenance information. With your consultation, you'll receive a voucher good for **20% off all full-price merchandise for 30 days from the day of your appointment**, which you can apply to your purchases!

To make the most of your time, we suggest having:

- * **A list of at least 3 goals you want to accomplish in your garden.** This list will help your Garden Coach zero in quickly on your most important needs.
- * **Photos, books, and magazines with images of plants, gardens or features you like.** These images will help communicate your likes and dislikes to your Garden Coach.
- * **Your completed NHG Garden Planner**, which will be emailed to you at when your appointment is confirmed.
- * **A plat of your property**, if you have one. This is not necessary, but is helpful to understand the scale of your house to the surrounding property.

How the At-Home Consultation Works:

* **To make your appointment**, simply email feedback@nhg.com and include your phone number, and we will call you to verify details and get credit card information for billing. Your Garden Coach will call to confirm your meeting time and learn more about your needs, then we will email your receipt and the Garden Planner paperwork to be completed before your appointment.

* **When your Garden Coach arrives**, they will walk your property with you and ask a series of questions. They will make notes on the Garden Planner about your property, the existing landscape, and maintenance issues. You can choose to address your entire garden or have your Garden Coach focus on specific areas and issues. After the tour, they will sit down and discuss ideas with you with you, make recommendations, and give guidance on putting these plans in action. You will keep the Garden Planner, along with any notes, for future reference. If you decide you need additional time at the end of the appointment (and time is available on their schedule), payment may be made via cash, check, or credit card.

* **All Garden Coach clients will be enrolled in our NHG Grow Card program** and accrue points toward cash off retail purchases.

Please note: Our Garden Coach service *does not* include garden design services. While your Garden Coach will make plant and layout recommendations on your planner, we cannot provide a full garden design. NHG does offer the **Landscape Concierge Service**, a list of referral companies, at nhg.com.

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