

RENT A CHRISTMAS TREE

AT LATHCOATS FARM

▲ How the Tree Rental System Works

1. Order Your Tree Online

Choose a living potted Christmas tree (they're smaller than typical cut trees—usually 2–4+ ft).

Tip: New customers are encouraged to start with a 2-ft tree so it can grow with you over the years.

2. Pay the Fees

- **£30 deposit** — refunded if the tree is returned healthy
- **£20 rental fee**
- **Optional delivery & collection** to CM2 postcodes: **£4.50**

3. Collect Your Tree in December

Visit the farm to pick up your chosen tree. You're encouraged to name it so it becomes part of the family!

4. Potting

The pot the tree comes in is *not* suitable for indoor display.

You can:

- Buy a lined wicker pot at the farm, or
- Use your own suitable pot.

5. Tree Care at Home

- Give it **about 1 pint of water per day**.
- Keep it **away from radiators, fireplaces, and other heat sources**. This helps the tree stay healthy so your deposit can be returned.



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6. **Return the Tree**

Bring it back to the farm during the **first week of January** (or use paid collection if you're in CM2). The farm will care for it throughout the year.

7. **Get the Same Tree Again Next Christmas**

If it stays healthy, you can request the **same tree year after year**, watching it grow with your family.



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FAQs – Living Christmas Tree Rental

I like to put my tree up on 1st December. Can I order a tree?

Our trees can only spend **3–4 weeks indoors** to protect their long-term health. If you put your tree up earlier than this, its chances of survival decrease, so this may not be suitable for you.

Is a real, pot-grown tree right for me?

These are **living trees**, which means they can be a little **quirky or imperfect**. If you prefer a perfectly symmetrical tree, this may not be the best option.

I don't have a car—can I still rent a tree?

Yes!
We offer **delivery and collection within CM2 postcodes for £4.50**. Do remember the tree sits in a pot of soil, so it can be heavy. If you live nearby and want to be extra eco-friendly, you're welcome to **arrive with a wheelbarrow!**

I'm going away during Christmas. Does that matter?

Yes. The tree must be **watered every day**. If you're away and cannot arrange daily watering, we recommend **skipping rental this year**.



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What if I'm not home when my tree is delivered?

We offer a few time slots and will work with you to find one that suits.

We can leave the tree in a **safe place**, but if it goes missing, we will need to **retain your £30 deposit**.

Where should I place my tree at home?

Keep it **away from heat sources** (radiators, fires, heaters).

Heat can trick the tree into thinking it's spring, causing new shoots that will be damaged when it goes back outside in January.

We loved our tree! Can we have the same one next year?

Absolutely. Tell us when you return it in January, and we'll mark it as **reserved for you** (weather and growing conditions permitting).

Please note that trees around **5ft** are nearing the limit of what can happily grow in a pot, so they may not be suitable for re-rental.

Why are the trees Norway Spruce and not Nordmann Fir?

Nordmann Firs grow large root balls and struggle in pots once they pass about 4ft.

Norway Spruce thrives in pots, making it the most sustainable choice for a tree you can enjoy year after year. It's also the species used in **Trafalgar Square**, known for its classic shape and beautiful pine scent.



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When will my tree be collected?

All trees must be returned in the **first week of January**.

If you've paid for delivery/collection, you'll arrange the exact date and time when you collect your tree in December.

Do I need to do anything before collection?

Yes:

- Remove **all decorations**
- Bring the tree **close to your front door**

Please don't leave it outside unattended—if it goes missing, your deposit may be lost.

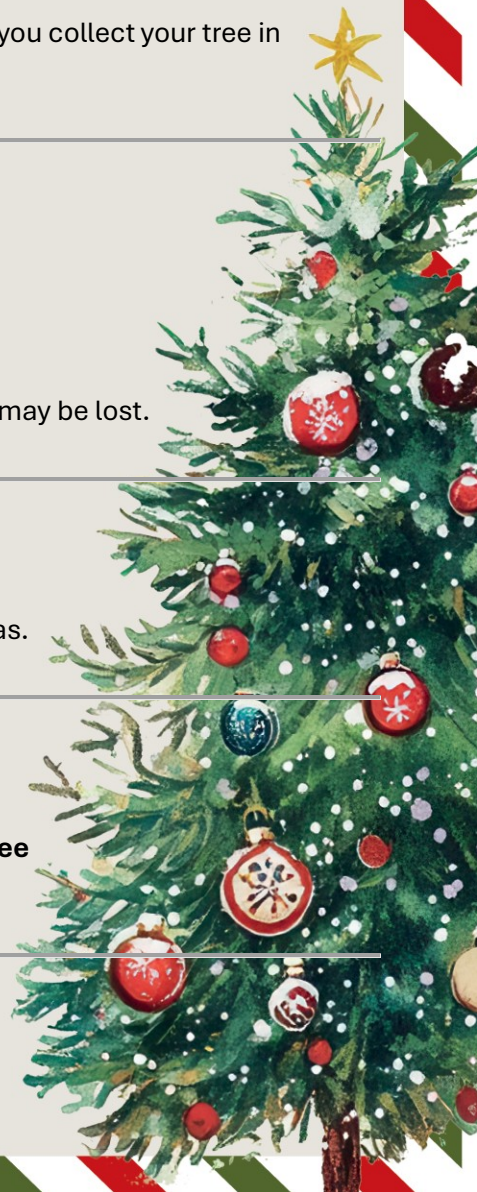
How does it work if I want the same tree next year?

Just let us know at collection.

We'll **tag your tree** and **retain your deposit** to secure it for the following Christmas.

I'm a rollover customer but don't want my tree this year. Can I have it next year instead?

Yes — but because your tree will go back into the rental pool, **we cannot guarantee it will be the same tree** next year.



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How might I lose my deposit?

We may keep your deposit if the tree is:

- Dry
 - Dying
 - Broken
 - Has cut or damaged branches
- Or if the tree is **not available for collection** when arranged.

When do I get my deposit back?

Refunds are processed **at the end of January**, as long as:

- The tree is returned in the **first week of January**, and
- It remains in **good condition**

What if I need to cancel my order?

Please give us **at least 7 days' notice** before your chosen delivery/collection day. If you cancel with fewer than 7 days' notice, you will only receive your deposit back if we are able to **re-home your allocated tree**.

