



## Estimate & Consultation Policy

### Estimate

- A free estimate is available for site visits made **within** the Carolina Tree Care (CTC) service area
- The free estimate includes any travel to/from the site and the **first 30 minutes** of site time, which the customer may allocate and direct as they see fit
- **Site time** is defined as actual face-to-face time spent with the customer and/or their designee
- For site visits **exceeding 30 minutes**, the paid consultation policy applies (see below)

### Consultation

- A paid consultation is available to individuals who desire more site time and/or more extensive professional services
- At a minimum, a paid consultation includes a dedicated site visit by an [ISA Certified Arborist®](#)
- Depending on the client's needs, the [ISA Certified Arborist®](#) may also have additional credentials such as [ISA Tree Risk Assessment Qualification \(TRAQ\)](#) and/or [ASCA Tree and Plant Appraisal Qualification \(TPAQ\)](#)
- The base fee for a paid consultation starts at **\$125.00**; the fee includes any travel to/from the site and the **first 60 minutes** of site time
- Once on site, any **additional site time** requested by the client may be billed at **\$125.00** per hour, rounded to the nearest 0.1 hour, at CTC's discretion
- Upon return, any **consultative services** requiring additional off-site work requested by the client may also be billed at **\$125.00** per hour, rounded to the nearest 0.1 hour, at CTC's discretion
- **Consultative services** may include, but are not limited to tree risk assessments, advanced pest-pathogen diagnostics, written report generation, construction tree preservation plans, planting advice, tree inventories, and/or tree appraisals

