

Dear Custom Planter and Basket Customer,

We are writing to let you know about important updates to our custom planter and basket service for the 2027 planting season. To better serve our customers and improve scheduling, quality control, and greenhouse workflow, custom planter and basket orders will now be managed through a differently structured reservation process.

As part of this operational shift, custom planter and basket services will be handled through a more centralized greenhouse process. This change allows us to streamline workflows and create a clear and reliable experience for customers.

Planting selections will be based entirely on the plant varieties grown by our greenhouses for the season. Customers will be able to share preferences such as color, style, and sun exposure, but we will not be custom ordering specific plants or plugs for individual customer orders. This allows us to maintain consistency, control quality, and plan production more effectively across all custom planter and basket requests.

These changes are designed to help our greenhouse team better plan, reserve the proper space and materials, and complete each order during a scheduled planting week. This will allow us to keep the process organized while continuing to provide the personalized service you expect.

Planters and baskets may only be delivered to us or picked up by our team on the Monday of the customer's designated planting week. This Monday drop-off or pickup date is required so our greenhouse team can complete planting, watering, finishing, and quality checks within the reserved planting schedule. All completed planters and baskets **must be picked up on the Friday of that same planting week**. We are unable to hold completed planters or baskets beyond that Friday, as greenhouse space is reserved for the next scheduled planting week.

Important reservation deadlines:

- **Reservation, container quantities, and container details:** Please submit your reservation by November 30, 2026. This deadline must include the number of containers or baskets you plan to have planted, the approximate container sizes, and whether you will be recycling your own containers or using new ones. This information allows us to plan greenhouse space, materials, labor, and overall capacity in advance. Your **email and phone number** must be included.
- **Plant availability list:** In January 2027, we will send out a list of our available color palettes, organized by sun or shade requirements and whether the plants are upright or trailing in growth habit. Final planting selections will be based on these curated color options to ensure the best performance and aesthetic results for your containers.
- **Planting week reservation and preference deadline:** Color preferences, sun exposure type, and planting week requests are due by February 1, 2027. Customers must list a minimum of two preferred planting weeks, as planting reservations will be scheduled on a first-come, first-served basis and greenhouse space is limited.

Once your planting week is confirmed, you will bring your planters and baskets to us on your scheduled Monday. Our greenhouse team will complete the planting during that week, including watering, finishing, and quality checks. Completed planters and baskets will be ready for pickup on Friday of the same week.

For customers who need assistance transporting large, heavy, or multiple containers, company pickup and delivery will also be available for an additional fee. Pickup and delivery must be scheduled in advance and will be based on availability, location, and order size.

We appreciate your understanding as we update this service. Reserving ahead of time helps us give each planting order the attention it deserves while keeping the process clear and reliable for both customers and staff.

If you would like to participate in the 2027 custom planter and basket program, please submit your reservation by November 30, 2026, including container quantities, approximate container sizes, and whether you will be recycling your own containers or using new ones. In January 2027, we will send out your official planting week notice along with the plant availability list, and color, and sun exposure which will be due by February 1, 2027.

If you have questions about the updated process, reservation deadlines, or your 2027 custom planter and basket order, please contact Jacob at jacob@bookcliffgardens.com.

Thank you for allowing us to help create your custom planters and baskets. We look forward to working with you for the 2027 season.

No-hold policy: Completed planters and baskets must be picked up on the designated pickup date for the assigned planting week. We cannot hold completed planters or baskets past that date for any reason. Any items not picked up by the designated pickup date may be moved, disposed of, or otherwise handled at our discretion to make room for scheduled greenhouse production. By reserving a planting week, customers acknowledge and accept that no exceptions will be made to this no-hold policy.

Sincerely,

Jacob Reichley

Operations Manager

Bookcliff Gardens Nursery and Greenhouse

2027 Custom Planter and Basket Planting Week Schedule

Reservations, container quantities, approximate container sizes, and container details must be returned to Bookcliff Gardens by **November 30, 2026**. Customers should list a minimum of two preferred planting weeks when submitting their reservation.

Planting Week	Planters/Baskets Returned to Bookcliff Gardens	Required Pickup Date
May 3–7, 2027	Monday, May 3, 2027	Friday, May 7, 2027
May 10–14, 2027	Monday, May 10, 2027	Friday, May 14, 2027
May 17–21, 2027	Monday, May 17, 2027	Friday, May 21, 2027
May 24–28, 2027	Monday, May 24, 2027	Friday, May 28, 2027
May 31–June 4, 2027	Monday, May 31, 2027	Friday, June 4, 2027
June 7–11, 2027	Monday, June 7, 2027	Friday, June 11, 2027
June 14–18, 2027	Monday, June 14, 2027	Friday, June 18, 2027
June 21–25, 2027	Monday, June 21, 2027	Friday, June 25, 2027
June 28–July 2, 2027	Monday, June 28, 2027	Friday, July 2, 2027

Customer Reservation Information

Customer Name	
Phone	
Email	
Date Submitted	

Reservation Details

Container Type	Quantity	Approx. Size	Container Details / Notes
Planters			
Hanging Baskets			
Other			

Preferred Planting Weeks

Please list a minimum of two preferred planting weeks from the schedule below.

Preference	Planting Week	Notes
1st Choice		
2nd Choice		
3rd Choice		

Customer Confirmation

Customer Signature	
Date	
Bookcliff Gardens Staff Initials	