

Our appointments are all about giving you expert advice, not trying to make a sale.

We want to help you plan your pond, answer your questions, and explore the best options for your garden. The goal is to provide guidance you can trust, whether or not you decide to buy anything from us.

Sunday & Monday Evenings from 5pm.



www.japanesewatgardens.com/product/booking



Booking an appointment outside normal shop hours gives you dedicated, one-to-one time with our experienced pond specialist.

Without the distractions of a busy shop, we can focus fully on your project – discussing your ideas, understanding your space, and helping you plan every detail of your pond build. This extra time allows us to recommend the right equipment, avoid common mistakes, and ensure your pond is designed correctly from the start. It's a relaxed, personal way to get expert advice and the confidence to build a pond you'll enjoy for years to come.

Bring along photos, videos, or even rough measurements of your garden if you can!

Seeing your space helps us understand it better – things like layout, slopes, or tricky spots are often hard to describe in words. Measurements like length, width, or depth let us give more accurate advice and recommend the right pond design and equipment for your garden. It also means we can make the most of our time together and give you guidance that really fits your space.

Appointments can take an hour or so.

This gives us time to cover everything and give advice that really fits your project. Once we get started you will probably find you have more questions than you expect!

The booking fee helps us reserve dedicated time specifically for you.

It ensures your appointment is set aside exclusively for your project, allowing us to prepare in advance and give you our full, undivided attention. The fee also helps reduce last-minute cancellations, so we can offer fair availability to all customers. In many cases, the booking fee can be deducted from any purchases you make, making it a simple way to secure expert advice and get the most value from your visit.

Can't make your appointment?

No problem! Just let us know, and we'll happily reschedule for a time that works better for you.

We may also be able to arrange a home visit for a fee.

This can be very helpful for your project. Seeing your garden in person allows us to assess the space, levels, access points, and any potential challenges that are hard to convey in photos or measurements alone. This can lead to more accurate advice, better planning, and recommendations that are perfectly suited to your pond. If you think a home visit could be useful, please contact us to discuss the details and fees.

If you'd prefer to visit during normal shop hours, that's absolutely fine!

We'll always make time to give you advice and guidance on your pond project, so you don't need to worry about fitting in outside our regular hours unless it's more convenient for you.