

**Q1. What type of wood do you use and why?**

A. European Red Pine and Douglas Fir. We have found it to be the least reactive to atmospheric conditions.

**Q2. Is Hand Made Places Timber from sustainable sources?**

A. Yes, all our timber comes from a Forestry Stewardship Certificated (FSC) chain of supply.

**Q3. Do you manufacture bespoke play equipment?**

A. Yes, we offer a bespoke design and manufacturing service. Special engraving, whether commemorative or otherwise, can be an addition to many of our standard products.

**Q4. How do you treat the timber?**

A. The timber goes through a tanalisation process. This means post installation the customer does not have to treat the equipment.

**Q5. Can you provide safety surfaces?**

A. Yes, Hand Made Places offer impact absorbing surfaces which are a crucial element to any play area. Our most popular surfaces are grass saver matting, hard wood chips, coloured wet pour and outdoor carpet surfacing.

**Q6. Do Hand Made Places provide a complete design to completion package?**

A. Yes, Hand Made Places offers an entire 'conception to completion' package. Consultation, site visit, survey, design, installation (equipment and surfacing), and maintenance.

**Q7. What are your lead times?**

A. All our equipment is made to order. Lead times vary from 4 to 10 weeks, depending on the complexity of the manufacturing process.

**Q8. Can you offer advice on inclusive play?**

A. Yes we have many products suitable for children with a vast spectrum of additional needs that have been designed whilst working with expert practitioners.

**Q9. Do you make equipment that would satisfy EYFS and DCFS requirements for play?**

A. Our experienced consultants can offer advice and share expertise on specific equipment for all age ranges.

**Q10. What guarantees does Hand Made Places offer?**

A. There is a 15 year guarantee on all timber for fungal rot and decay.