



FREQUENTLY ASKED QUESTIONS

WHEN IS THE SALE?

The sale will begin online on Tuesday, May 4 at noon for our Members only. On Thursday, May 6 at noon, the online sale will be available to the public and will continue until May 17 or while supplies last. Plants orders can be picked up curbside starting on Wednesday, May 12 through Friday, May 21. Orders cannot be picked up before May 12 or after May 21.

WHAT IS THE PURPOSE OF THE SALE?

For many years, The Gardens on Spring Creek has partnered with local college horticulture programs to provide access to locally-grown native and regionally-appropriate annuals, perennials, herbs, and vegetables while funding important horticulture programming.

To respond to the needs of our community during the COVID-19 pandemic, we have taken the sale online. Gardening continues to be a way to promote social distancing and good physical and mental health practices. We have more than 35,000 locally-grown plants for this sale, so you will be sure to find just what you need to grow a beautiful landscape, bountiful veggie garden and lively containers this spring!



ONLINE STORE QUESTIONS

HOW DOES THE ONLINE SHOPPING EXPERIENCE WORK?

You will be able to browse all of our available plants, choose your selection and pay for your order online. When you check out, you will select the date and time that you will pick up your order at the Gardens on Spring Creek. We will be offering curbside pickups May 12 through May 21.

When we receive an order, we will need one to two days for processing, so please note that if you are shopping online after our curbside pickup days have begun, you will not be able to order plants for same-day or next-day pickup.

As our inventory is living, things are subject to change after an order is placed, but our team is working very hard to keep all plants happy and healthy before they reach your vehicle. If we need to make a substitution or refund to part of your order, we will contact you directly.

CAN I PAY WITH CASH, CHECK OR OVER THE PHONE?

Unfortunately, the system we are using for our virtual sale cannot accept Gardens gift cards, cash or checks. All payments will need to be made through our online store with a credit or debit card. We cannot accept phone orders. When using our online store, you will be prompted to check out and enter your card information, as you would experience with other online retailers.

WHAT IS THE BENEFIT FOR MEMBERS?

Members will have first access to our plant selection inventory. Because we expect that certain varieties will sell out, this is a great benefit of Membership. There is not a Member discount for the online plant sale. If you would like to become a member, [join now!](#)

WHAT IS YOUR RETURN POLICY?

All plant sales are final. No returns or exchanges are allowed on live plant products including potted succulents from our gift shop collection.

IS YOUR GIFT SHOP OPEN?

The Gardens and our gift shop will be open with normal business hours.



CURBSIDE PICKUP QUESTIONS

HOW DO I GET MY ORDER? WHERE DO I GO?

While you are checking out and completing payment for your order online, you will select a date and time to pick up your items from the Gardens on Spring Creek, located at 2145 Centre Avenue in Fort Collins. We will be offering curbside pickups May 12 through May 21.

This year, curbside pick up will be located at the back gate, along Botanical Lane, as the front parking lot will be reserved for guests. Prior to your pick up time, you will receive an email with detailed instructions on where to go to pick up your order.

When we receive an order, we will need one to two days for processing, so please note that if you are shopping online after our curbside pickup days have begun, you will not be able to order plants for same-day or next-day pickup.

WHAT HOURS ARE YOU OPEN FOR CURBSIDE PICKUP?

We will be open Wednesday, May 12 through Friday, May 21 with pick-up slots from 9 a.m. to 4 p.m. daily. You will make your selection as a part of the ordering process. Time slots will have limited capacities, so please note that certain time slots may fill.

CAN SOMEONE ELSE PICK UP MY ORDER FOR ME?

Yes! As long as the person picking up the order has the name that the order was placed under and the order number. If you are feeling ill or believe that you have been exposed to COVID-19, we ask that you do send someone else to pick up your order on your behalf.

WHAT DO I NEED TO PICK UP MY ORDER?

You will need to tell our team members the first and last name on the order as well as the order number. Please also prepare your vehicle ahead of time so there is space for easy loading into your trunk.

DO I NEED TO BRING FLATS OR CONTAINERS FOR MY ORDER?

At this time, we are planning to provide all packaging for orders. You may want to lay down a blanket or tarp to protect the interior of your vehicle. Thank you to Odell Brewing Company for donating thousands of cardboard flats so that we can have orders ready to go at the curb.

WHAT IF I NEED TO CHANGE MY PICK-UP TIME?

To keep our plants happy and healthy before they reach your vehicle, we are timing our order fulfillments carefully based on scheduled order pick-up times. Please consider sending someone

else on your behalf, if that option is available to you. If you really need to change your order pick-up time, please contact us at least three days prior to your scheduled time.

WHAT IF IT IS RAINING DURING MY PICK-UP TIME?

Curbside pick-ups will take place rain or shine.

WHAT PRECAUTIONS IS STAFF TAKING TO ADDRESS COVID-19 CONSIDERATIONS?

The Gardens on Spring Creek has and will continue carefully following all guidelines by our state leadership and public health partners.

We will do our part to ensure that staff and customers follow social distancing guidelines and are regularly wearing gloves and face coverings, washing their hands and sanitizing shared surfaces while handling plants.



PLANT QUESTIONS

WHAT PLANTS WILL YOU HAVE FOR SALE?

We will have locally-grown annuals, herbs, grasses, succulents, perennials, vegetables and hanging baskets available for sale - everything you need to grow a beautiful landscape, bountiful veggie garden and lively containers this spring!

View the list of what our team is growing for the Plant Sale on our website at fcgov.com/gardens/spring-plant-sale. Once our online store is open, you will be able to view the entire inventory and see photos, descriptions and care details about the plants online.

HOW MUCH DO PLANTS COST?

Our plants range in price from \$2.50 to \$30, depending on the size and type.

CAN I PICK OUT MY OWN PLANTS?

There will be no in-person shopping option. You will be able to choose the species and variety of plant, but you will not be able to select the individual plant. Our team will fulfill your order and have it ready to go at the curb.

WHAT SIZE ARE THE PLANTS?

Each online plant description will indicate the size of the pot that the plant will come in, ranging from two-inch to gallon sizes. Some of our plants come in multiple sizes, so when you select such a variety, you will need to indicate the size pot you want.

I HAVE A QUESTION ABOUT A PLANT. WHAT SHOULD I DO?

The best way to reach us is by email. Send your plant question (and your phone number, in case it's easier to answer the question by phone) to gardens@fcgov.com and a member of our horticulture team will get back to you as soon as possible.

WHAT HAPPENS IF THE PLANT I WANT IS SOLD OUT?

Our inventory will be sold first-come, first-served and certain plant varieties may sell out earlier than others. You will be able to view which items are still available while you are shopping. However, please note that having an item in your cart does not prevent it from being sold, so it is possible that some items may sell out as you are browsing. Additionally, if you add a quantity of a plant greater than what we have in stock, the online store will notify you when you are checking out instead of when you are adding the plant to your cart. We apologize for any inconvenience.

As our inventory is living, things are subject to change after an order is placed, but our team is working very hard to keep all plants happy and healthy before they reach your vehicle. If we need to make a substitution or refund to part of your order, we will contact you directly.

CAN I PLANT MY PLANTS ON THE DAY I PICK THEM UP?

It depends on the plant, what date you are picking up your order and what the weather decides to do this May. Our online store will include some plant care details, but if you have a question about transplanting please email us at gardens@fcgov.com and a member of our horticulture team will get back to you as soon as possible.

WHAT DOES ZONE MEAN IN THE PLANT DESCRIPTION?

Zone information is provided for more of our perennials. The U.S. Department of Agriculture Hardiness Zone Map is the standard by which gardeners and growers can determine which plants are most likely to thrive at a location. Fort Collins is considered to be zone 5a with a minimum temperature of -15 to -20 degrees Fahrenheit. As you go higher in elevation, generally the temperatures are colder and the zone is lower, as zone 3 or 4. All zone 5 and lower plants should be winter hardy in Fort Collins.

ARE YOUR PLANTS ORGANIC?

We are not certified organic at The Gardens, but we do use organic methods whenever possible. All of our edible plants have only been treated organically, as have the vast majority of our other plants. Most of our plants are grown from seed, but some are grown from plugs we purchased from large wholesale growers. We have no knowledge of how they were handled as seedlings in their care, but once at The Gardens, they are only treated with organic controls, or most often, with no pesticides at all.

If you have a question that isn't answered here, we are happy to help. The best way to reach us is by email. Contact us at gardens@fcgov.com and a member of our team will get back to you as soon as possible. You can also reach us by phone at 970.416.2486 daily from 10 a.m. - 5 p.m.