

Terms and Conditions

A 30% Reservation fee is required to hold your wedding date. This is non-refundable. It will be deducted from the final balance. Your wedding date will be held for 14 days after your quote has been provided. If you have not confirmed the date via payment of deposit by 14 days after the quote has been given, we reserve the right to free up the date for any other couples.

If for any reason, you decide to cancel your wedding, this deposit is non-refundable. If you postpone your wedding, we will hold the fee until the wedding goes ahead this may be subject to a rearrangement fee. Upon receipt of our completed booking form and on payment of the booking fee a legally binding contract has been formed.

Once your wedding date is booked with us, you should arrange a further detailed consultation approximately 6 weeks before your wedding day. This is to finalise the arrangements and discuss any last-minute changes. We are available for contact by phone and email at any stage to answer any questions and queries you may have.

Any changes made must be submitted in writing by the bride, groom or appointed acting party. We order your wedding flowers approximately two weeks before your wedding date depending on the type of flowers chosen. You may be charged for any changes made after the order for your flowers has been placed. We will always try to make small changes where possible to accommodate your needs.

As fresh flowers and foliage are living products, there are occasions when particular varieties may be unavailable. Whilst every effort is made to source products accordingly, sometimes we are unable to obtain a particular type of flower. All fresh flowers and foliage are subject to availability and stringent quality checks, as such we reserve the right to use a similar flower in place of the previously chosen flower. Prices may vary due to market fluctuation as we are unable to predict the impact on imported flower prices. These may require a price alteration to avoid loss on our behalf but we try our best to keep the prices on the quoted prices.

The final invoice for your wedding flowers will be issued to you after your detailed consultation. Final payment must be paid in full 14 days before the wedding. We reserve the right to cancel any wedding flowers if payment is not made by this date. We are not obliged to offer any compensation for inconvenience caused.

It is the responsibility of the client to ensure the correct address information for delivery is provided. We will not take any responsibility for any lateness caused by incorrect delivery information. If lateness is caused by incorrect delivery information, we do not take any responsibility for late deliveries to your other destinations. Access to the venue needs to be arranged prior to the day. If we cannot gain entry to the venue we cannot guarantee we will be able to adhere to any other agreed timelines.

You agree that we may take photos prior to the event for our own use and promotional uses and also agree that we may display photographs of our products taken at your wedding on our website or in our literature.

By booking with us you agree to having us as the sole florist involved with the wedding where no arrangements or floristry will be undertaken by anyone else.

We hope you do not ever need to complain about anything you receive from us - however, if this is the case, then any complaints must be made within 24 hours and with photographic evidence.

Cancellation Charges:

Cancellations made before 60 days of the booked event: Fee non-refundable.

Cancellations made within 30 days of the booked event: Fee non-refundable and 50% of the final balance will be required.

Cancellations within 14 days of the booked event: Full balance will be required.

By signing this document, you are entering a legally binding contract. I/We hereby confirm the above booking having read and understood the full terms & conditions.

.....
Bride and Groom signature

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Date

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