

Terms & Conditions for Weddings

Consultation and quotes

Consultations are free but by appointment only to ensure a Bridal Florist is available to help.

A maximum of 2 free consultations will be provided prior to making a booking for your wedding flowers. Additional consultations will be charged at an agreed hourly rate until your booking and deposit are received.

The prices quoted for each of your chosen designs will have a minimum and maximum price to reflect the variance of the flower costs bought from Dutch auctions. The final balance of your wedding will fall between these prices ensuring no surprises.

Any variances to these prices due to quoting over 1 year in advance of the wedding date will be advised in your individual quote.

Your quoted prices are valid for 12 weeks from the date they are first sent to you, if you choose to book after this time there may be a need to re-quote.

Mock bouquets can be made if required but will be made to the same standard as the real bouquet and using best available materials. As such they will be charged at the middle of the quoted minimum and maximum prices and MUST be paid for in advance.

Bookings and payments

When a wedding date is booked a £100 deposit is required. The deposit is subtracted from your final wedding bill. This deposit will secure the date to ensure a wedding florist is available for you.

If, for any reason you decide to cancel your wedding this deposit is non - refundable. If you decide to postpone your wedding we will hold your deposit until your wedding goes ahead.

At the time of booking both parties will be bound by these terms and conditions.

Full payment of the package quoted will be required 3 weeks before your wedding date

Details and amendments

Your initial quote will normally be provided in writing, by email.

If you wish to make any alterations to your wedding flowers we have discussed, these can only be accepted in writing, via email or in person at the shop. Please understand that we

are working on a number of weddings each month and written requests ensure no mistakes or misunderstanding are made when it comes to your final list of flower requirements.

Only the Bride and Groom may make any amendments to the flower order. If you have a family wishing to choose their corsage colours for example this will have to be communicated to us through either the bride and groom in writing, in person or via email.

We suggest the final details of the wedding flowers should be made approximately 4 weeks prior to the wedding date, before the minimum balance is settled.

Only minor changes such as buttonhole numbers can be made within 7 days to the wedding date.

Delivery and set up

Deliveries will need to be signed for. Please check the flowers carefully and ensure any discrepancies or quality issues are communicated to us within 30 minutes of delivery. We regret that after this time has passed a replacement or refund will not be available.

We will not be held responsible for any injuries or damages sustained as a result of broken glass, materials or dyes that may be used to colour the water for you. Liability is limited to the supply of goods only. No responsibility will be accepted for any consequential loss.

Collection of hired items can be arranged as a chargeable extra.

Deliveries within our normal delivery area are charged at £5. We deliver further afield at a cost of 45p per mile plus an agreed rate per hour driving time as stated using Google maps. These charges will be shown in your quote where applicable.

Where set up at the venue is required this will be charged at an agreed rate per hour. Liability insurances and risk assessments are available at your venues request.

Removal of all flower from the venue is your responsibility unless previously arranged and included in your quote.

Hired Items

The Company will charge the Customer a deposit for any hired items.

All hired items must be returned by the Customer, clean and undamaged, within 7 days of the last day of the event upon which the deposit will be fully refunded.

The refund of the deposit on hired items will be made within 28 days of their return providing that the card or bank details are supplied. Such details will be held on file until completion of all transactions and then destroyed in accordance with the Data Compliance Act.

The Company reserves the right to retain the deposit and make additional charges in respect of any loss of and/or damage to the hired items.

A 'clear down' fee will be charged to the Customer should the Company be required to clear down and carry away items at the venue after the event.

Cancellations and refunds

If you cancel your wedding flowers no less than 4 weeks before the delivery date then we will keep your non-refundable deposit to cover consultation and administrative costs.

Cancellations within 4 weeks of the delivery date, when the full minimum payment will have been made, will be subject to only 50% being refunded minus the £100 non-refundable deposit.

If through illness or for reasons beyond our control none of our florists are able to finish your wedding flowers we will employ a free-lancer or pass your order to an available florist who will work to our quoted prices.

If in the very unlikely case we are unable to find an alternative florist you will be refunded in full and be given all support available to provide your wedding flowers.

Additional terms and information

Fresh flowers are a living product and are dependent on weather conditions, stringent quality checks, and influences beyond our control. On exceptionally rare occasions we may have to substitute a specific flower. If this happens we reserve the right to source a similar flower, and we hope that you trust our judgement to make any necessary substitutions and know that it is in your best interests for us to do so.

Liability

The Company shall not be liable for any breach of copyrights, trademarks or rights of privacy or publicity relating to materials supplied by the Customer.

The Company will not be held responsible for loss or damage caused as a result of a third party or environmental issues associated with the venue.

Where candles are incorporated within the design, i.e. table centre candelabras, it is the Customer's responsibility to agree with the venue provider whether the venue and the proposed location of the piece deem it safe within their health and safety policy for the candles to be lit. The Company will supply good quality, drip proof candles in secure holders but cannot be held responsible should the provider of the venue deem it unsafe, at the time, for them to be lit.

Please be aware that any photographs/ videos of items created for you by the company can be placed on social media sites.