



## **Wedding Flower T&C's**

### **Consultations**

Ideally there will be at least two consultations before your wedding date. Once you have had your first consultation we will send an estimate detailing an estimate of the cost of your wedding flowers. We reserve the right to change the estimate should there be any subsequent changes or additions to the original order.

A second consultation would be held around six weeks prior to the wedding date to make changes and additions to the original estimate if required. A final invoice for your wedding flowers would then be sent to you. Once the invoice has been issued, any changes to the wedding flowers order would need to be agreed in writing to avoid misunderstandings.

### **Payment**

Fifty percent of the estimate total is due to be paid eight weeks before the wedding date and the final invoice balance, less the £50 booking fee, would be due four weeks prior to the wedding. Any subsequent adjustments to the final invoice would be paid two weeks before the wedding date. We ask that invoices be paid promptly please otherwise we reserve the right to not proceed with the contract. Payment may be made by cash or BACS.

### **Substitutions**

We predominantly use seasonal flowers and foliage, however, due to weather fluctuations and quality of produce there may be occasions when particular varieties are not available. Please keep in mind that we will be providing a natural product and as a result colours may differ slightly to those discussed and agreed although we will endeavour to keep as close to the chosen scheme as possible.

We reserve the right to substitute flowers, foliage and sundries of similar style and value if required. We will endeavour to ensure that any changes are to your satisfaction although we are under no obligation should time be of the essence, for example due to an issue on the day of the wedding.

We will endeavour to keep the designs and finished work as close to the agreed requirements as possible.

### **Hire of Equipment**

We can provide equipment for you to hire and also source props and sundries on your behalf. Any items hired remain the property of Gemma Quinton Floral Design and Wedding Planning. Collection or delivery will be arranged prior to your wedding. Any broken, damaged or missing items would be your responsibility and the value of the item/s must be paid for in full immediately so they can be replaced ready for other events that are booked.



### **Cancellation/Order Reduction**

If the order decreases to below 75% of the original order value (i.e. whatever items you agreed to go ahead with at booking) then we reserve the right to either charge the original price or cancel the whole booking as we may have turned down other weddings in order to fulfil yours. This is purely to protect the company in case the order reduces dramatically as your overall floral order quantities will have an impact on prices.

Should you cancel 1 - 3 months before the wedding day then any money paid would also be non-refundable but can be used as store credit. A cancellation at 1 month or less would mean the whole balance is payable as we will have ordered stock on your behalf.

### **Liability**

Gemma Quinton Floral Design & Wedding Planning shall not be liable for any breach of copyrights, trademarks or rights of privacy or publicity relating to materials supplied by the Customer.

Gemma Quinton Floral Design & Wedding Planning shall not be liable for any loss or damage caused to any third party arising out of any work carried out by the company for the Customer.

Gemma Quinton Floral Design & Wedding Planning 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 candelabra, 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. Gemma Quinton Floral Design & Wedding Planning will supply good quality 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.

Gemma Quinton Floral Design & Wedding Planning, reserve the right to supplement and/or amend these terms and conditions from time to time.

Flowers and other plant material are for display purposes only and NOT for consumption.

### **Our Service**

Your satisfaction is very important to us and we hope that you will be more than happy with the service we provide. If there are any issues, or if you are unhappy with our service, please do not hesitate to contact us as we would like to rectify any disputes promptly and discuss all issues before they escalate. If we cannot resolve a dispute, you are entitled to seek mediation.