**Isabels flower studio – wedding florist and stylist**

Wedding Flowers Terms & Conditions (January 2023 )

Booking Fee

To book your wedding flowers we ask for a £50 booking fee. This booking fee is non-refundable and is deducted from your final wedding flowers invoice.

All booking fees are non refundable .Once the booking fee has been received, your event is booked with us. Your date is secure unless stated otherwise.

Quotation & Payment

Due to significant rise in costs over the past year there will now be a Minimum order value of £800 (Unless agreed before hand) .if your quote is below this minimum order value your total will be rounded up and the underspend can be discussed by adding in extra items . .

A quotation for the cost of your wedding flowers will be sent to you after your free consultation. **Your quotation is based on todays market prices and with your date being more than 30 days in the future costs are subject to change and finalised at your 8 week finalisation meeting , ,You are free to make any changes of colours or flower types /style to your order up until 2 months before the wedding day. You will receive a final invoice after your 8 week finalisation which will be exact prices based on market cost of flowers ,finalisation no later than 40 days before your wedding.** Payment is accepted by , cash or bank transfer. Payment in full is required at least 30 days before your wedding day. If payment is not received, flowers will not be ordered.

Cancellation

In the unfortunate event of cancellation, the booking fee cannot be refunded. Complete cancellation of the wedding must be advised in writing. In the unlikely event that I have to cancel for unavoidable circumstances, for example in the event of fire, natural disaster, death, serious family illness or tragedy all money paid by the client will be repaid. The company are only responsible for refunding moneys paid, and not anything to do with any other costs incurred by the inconvenience. All reasonable efforts will be made by my company to find a replacement florist option to be paid for by the client. If we have to take the decision to cancel due to slander, abusive conduct etc, all moneys paid are forfeit and there is no right to any refund.

Cancellation fees –

from booking to 6 months prior to the date =loss of booking fee

3-6 months prior to the event = 50% of balance must be paid

1-3 months 75% of balance must be paid

Upto 4weeks 100% would be due . Cancellations made less than 4 weeks before the wedding date would forfeit full payment as Isabels flower studio will have ordered flowers and the order cannot be cancelled.

Reduction of items ordered

Any reductions to the amount or items ordered from the original quote up-to 6 months of your date will insure a 25%charge on each of the items being cancelled or reduced .

There are no refunds for cancellations of any items after the final balance has been paid, (21 days to the date of wedding) ..

Postponement or Cancellation due to Corona Virus

I value the health and welfare of my clients and this is my policy regarding a postponement or cancellation due to Corona Virus. If you are postponing your wedding, please check availability with us, as your booking fee is non refundable if we already have a booking for your new date. If we are available, your booking fee will be transferred to your new date. Please bear in mind that availability of certain flower varieties will change from season to season. If the postponement/cancellation is prior to ordering your wedding flowers, I will be happy to use your booking fee for a future date. If your flowers have been ordered, received, processed and/or designed, you will be financially responsible for the flowers and all labour provided. The remaining balance can be applied to a future date. At no point can Isabels flower studio refund any or all of the payment received.

Availability of Flowers

Due to flowers being a fresh product ,We can not guarantee specific stem types. We will work with your wish lists and if available we will include your specified flowers/foliage. However, if they are unavailable or of poor quality, we will use suitable alternatives which match closest to your requirements. All fresh flowers are subject to availability and undergo stringent quality checks. We will inform you or any issues regarding flower availability.Colours are likely to vary on each flower stem/variety due to them being a fresh product .

Hire of vases, china, candelabras etc.

Charges will be made for any damage to glassware/china etc. Replacement of goods is charged at the current purchase price. It is the responsibility of the hirer to reclaim any of these costs from the venue if the venue was at fault. Equipment hired remain the property of Isabels flower studio at all times.

All equipment hired to be returned to Isabels flower studio within 3 days after wedding date unless otherwise agreed

Use of magnets

You may be asked if you would prefer magnets instead of pins to attach corsages onto clothes. Please ensure that guests wearing these do not have a pacemaker fitted. A magnet may stop the pacemaker from working properly. Isabels flower studio accept no responsibility for any resulting health issue which may arise from magnets and pacemakers or ICDs.

Photographs

Isabel’s flower studio reserve the right to take photographs of flowers and the setting prior to the event which may be used for promotional purposes.

Responsibility

Isabels flowers studio accept no liability for injury, loss or damage to the hirer or any third party with regard to any equipment hired for use at the event.

It is up to the Client to provide correct times and locations for deliveries. We shall not take responsibility for lateness caused by an incorrect address.

Complaints Any complaints must be made within 24 hours along with photographic evidence. No responsibility can be taken with regards to poor condition once flowers have been delivered and approved.

Terms and Conditions may be updated at any time. By paying you booking fee, you are agreeing to any changes that are made. These will always be minor changes to wording only. Any major changes will be presented to you via email.

Please sign :

Dated :