

# Terms and Conditions



We really appreciate you choosing us as an independent local florist but would be grateful if you could take note of our terms and conditions relating to your order. If you have any queries about any of the below items please do get in touch with us.

## General

- ❖ All arrangements made and requests for specific flowers or colours are subject to seasonal and supply-based availability.
  - We make customers aware of this via our website and for weddings we discuss this in consultations.
  - Any major changes required will be discussed and approved by the customer in good time.
- ❖ All gift bouquets and farewell flowers are to be paid for in full upon ordering.
- ❖ We are an eco-friendly business and so encourage the recycling or reusing of all packaging including paper wrapping and glass jars.
- ❖ We use British flowers as much as possible but are happy to use imported items on request and occasionally during the winter season where British flowers are not available.
- ❖ We kindly request that it is taken into consideration that FERN exists as an addition to other working commitments so our availability is always subject to those other commitments.
  - Where other work commitments are such that we cannot fulfil a paid-for order we will fully refund the customer and suggest alternative local florists.
- ❖ Any personal data that we require for the purpose of fulfilling an order (such as name or address) will only be held for as long as it is required for that order to be completed and we will not give data to any third parties.
- ❖ Customers understand that flowers are for **decorative purposes only** and we do not provide cake flowers due to the food safety risks involved
  - We ask that none of our flowers are taken to be used on a cake or other food item and so if a customer does this we are not responsible for any ill health outcome
- ❖ We reserve the right to adjust our prices according to supply or labour costs.
  - This does not affect any orders already placed and paid for.
- ❖ We reserve the right to refuse service to anyone at any time.
  - Rest assured this will only happen if necessary due to issues with availability or if we do not feel we have been treated with respect.
- ❖ We reserve the right to change these terms and conditions if necessary and will publish them to be viewed on our website.

## Weddings

- ❖ We require all enquiring couples to fill out our wedding enquiry form (or give details in person i.e. at a wedding fair) to find out as much initial detail as possible. Upon completion of this enquiry form if we find the date is already booked then we will contact the couple and suggest alternative local florists.
- ❖ If the couple wish to continue, a full consultation will then be arranged to discuss their wedding flowers in detail and to enable us to send out a detailed quote.
  - This consultation is charged at £15 to cover the time involved with any preparation work and the meeting itself.
  - If the couple are happy to proceed with us after this consultation then a £50 **non-refundable** deposit (deducted from final bill) will be taken to secure the date. The £15 consultation fee is included within this deposit.
  - If after the consultation the decision is taken by the couple not to proceed then the £15 fee will be payable within 14 days of the date of the meeting.
- ❖ The detailed quote still remains just a quote at this stage as a **finalised invoice will be provided no earlier than 6 months prior to the wedding date** - this is because prices fluctuate through the seasons but I will try my best to work with you to give as much certainty and stability on your pricing as possible.
  - Upon receipt of your final invoice payment can be sent in full or split into a payment plan if desired.
- ❖ Any adjustments to the flower plans can be accepted up to 4 weeks before the wedding date, after which no major adjustments will be able to be made as payment will have been taken. I will always prompt a final look over your plan as we get towards the 4 week mark to check that all details are correct.
  - If any adjustments are made before the 4 week mark any extra fees or deducted fees will be invoiced or refunded.
- ❖ If the couple require me to return to the venue to transfer any floral pieces to different locations during the day this will be charged at an appropriate rate according to travel time and labour time.
  - A fee also applies to 'takedown' i.e. returning to the venue the day after the wedding to remove all flowers and hired pieces, again calculated on travel and labour.
  - If the couple would like to keep their flowers we can discuss a way to reuse them or give them out to guests, with additional costs applicable if further labour is required.
- ❖ Any glassware, ceramics or other props hired from us are charged at a hire price which is included within the cost of the floral piece. Any items hired from us that are not returned within 72 hours of the wedding or are returned damaged will be charged for and an invoice will be sent to cover the cost of replacement.
- ❖ Delivery charges for wedding flowers to the venue or getting-ready place are charged according to quantity of pieces and distance from Y012
  - If a full set-up of the room or in-situ assembly of arrangements is required at the venue this will be discussed and arranged according to availability.