

Wedding Bookings Terms and Conditions

Many brides order their wedding flowers direct online or by personal booking via phone or email but we also take bookings for wedding flowers via venues. These terms and conditions apply throughout. As always, we want to ensure that a high standard of service is maintained within the contract to our customers. We can be contacted on 07840254925 or email at info@fleurdesigns.co.uk or via www.fleurdesigns.co.uk.

Non-refundable booking fee.

When a wedding date is booked we charge a 20% deposit of your proposal. This saves the date. If, for any reason you decide to cancel your wedding this booking fee is non-refundable. If you decide to postpone your wedding, we will hold your deposit until your wedding goes ahead. The deposit is subtracted from your final wedding invoice. Payment of deposit is an acknowledgement of Terms and Conditions this is payable within 14 days of your proposal and full balance payable 28 days prior to the event.

Proposals and Payment.

No wedding or event is booked until the booking fee has been paid. proposals are valid for 14 days. Once the booking fee has been paid then the prices and dates are secure unless stated otherwise. A estimated proposal for the cost of your wedding flowers will be sent to you after the initial consultation, this is a guide price as you may make changes closer to the wedding day in terms of type of arrangement and quantity. You will receive a final invoice approximately one month before your wedding. Payment is accepted by card, cash or direct payment via internet banking. Payment in full is required at least 28 days before the wedding.

Cancellations

In the event of cancellation, the booking fee will not be refunded. Complete cancellation of the wedding must be advised in writing.

Availability of Flowers

Unlike most florists we do not guarantee specific stem types throughout the year but do our utmost best to provide the flower you desire. The options are that you can leave us to choose a mix of flowers, - or we will work to a colour and style palate, based on our discussions, emails and photos that you send in. Please note this is never to produce identical flowers or designs to the photos that you send in, these are used as inspiration.

Delivery

Any queries must be raised within 30 minutes of delivery by telephoning 07840254925.

Charges may apply if over a 20mile radius. Hire/use of vases, crates etc. We charge a refundable deposit for this service. Containers must be returned to Fleur Designs within 3 days, - or as agreed. Charges will be made for any glassware returned cracked, chipped or broken. Replacement of goods is charged at the current purchase price; it is the responsibility of the hirer for all products hired to be looked after. Equipment hired (jugs, bottles, vases, plinths, candelabras, etc) remain the property of Fleur Designs at all times.

Photographs

Fleur designs reserves the right to take photographs of flowers and the setting prior to the wedding which may be used for promotional purposes. We will always respect your decision to choose not to share your images with us.

Responsibility

Fleur Designs accepts no liability for injury, loss or damage to the hirer or any third party of any equipment hired for use at the event. If booking direct from a venue with one of our packages some of the above may not apply. NOTE: Changes made to any booking need to be made 28days prior to the event any time after this needs to be discussed any an extra charge may apply.