



Fleur Designs Terms and Conditions

Quotes and Consultations

- **Initial Quotation:** After your initial consultation, we will send you a preliminary quotation for your wedding flowers. Please note that this is a guide price and may change following a detailed consultation to accommodate any alterations you make closer to your wedding day and to reflect the current market cost of flowers.
- **Consultations:** We offer up to two free consultations before you make a booking. Additional consultations will be charged at an agreed hourly rate until your booking and deposit are confirmed.

Deposit

- **Booking Deposit:** A £100 deposit is required to secure your wedding date. This deposit is non-refundable in case of cancellation but will be applied to your final wedding invoice.

Payment

- **Final Invoice:** The final invoice will be issued after your detailed consultation. Full payment is required four weeks before your wedding day. Fleur Designs reserves the right to cancel your order if payment is not received by this date, with no obligation to provide compensation for any inconvenience.
- **Order Confirmation:** Upon receipt of the final payment, we will send you a final copy of your order. Please review this carefully, sign, and return one copy to confirm the order is correct.

Date Change

- **Amending Your Wedding Date:** If you need to change your wedding date, we will transfer your £100 deposit to the new date at no additional charge, provided the new date is available with Fleur Designs. This courtesy is extended for the first date change only.

- **Additional Date Changes:** Any subsequent date changes will require an additional deposit, while the original £100 deposit will be withheld to cover administrative costs and potential loss of bookings.
- **Unavailable Dates:** If your desired new date is not available, the date change will be treated as a cancellation, and the £100 deposit will be non-refundable.
- **Confirmation of Date Change:** No date change is classed as confirmed until Fleur Designs has responded to this in writing, the customer will then be required to provide a new signed copy of updated terms following this.

Cancellations and Refunds

- **Order Adjustments:** Any changes to the order made after the 4-week deadline may not be possible and will be subject to approval by Fleur Designs. As flower orders will have been placed, the customer will be responsible for the final balance at the 4-week mark. No refunds will be issued for changes requested after this date.
- **Force Majeure:** In the unlikely event that our florists are unable to complete your wedding flowers due to illness or other uncontrollable circumstances, we will do our best to hire a freelancer or another florist to fulfil your order at the quoted price. If this is not possible, we will issue full refund of monies paid advising of other suppliers to contact in these unfortunate circumstances.

Whilst we endeavour to make all deliveries within sufficient time before the event, we cannot be held responsible for any unexpected events that may occur which are beyond our control. We will endeavour to make alternative arrangements should this happen. In this event, refunds will be at our discretion.

- **Amendments:** Can be made but if the total cost falls below 70% of the total confirmed quote on final details meeting Fleur Designs reserves the right to withdraw from the contract – in this instance the booking fee will be retained.

Cancellation Charges

If you need to cancel your booking, a charge will be applied to cover any loss suffered by the company:

- Cancellation 12 months prior to the event date: Only the initial deposit paid upon booking will be retained.
- Cancellation 6 months prior to the event date: 50% of the current quotation price will be retained.
- Cancellation 3 months prior to the event date: 75% of the current quotation price will be retained.

- Cancellation within 3 months of the event date: The full quotation price will be non-refundable and required to be paid in full.

Exceptional Circumstances:

Cancellations due to exceptional circumstances will be reviewed on a case-by-case basis by the company owner.

Hired Props and Vases

- **Damage Deposit:** A pre-agreed damage deposit is required for any hired items, payable by cheque or bank transfer before the wedding. This deposit will be refunded upon the safe return of the items within 48 hours.
- **Damage and Loss:** Charges will apply for any Fleur Designs items returned cracked, chipped, or broken. Replacement costs will be charged at the current purchase price. It is the hirer's responsibility to reclaim these costs from the venue or guests if applicable.
- **Collection and Delivery:** Hire charges do not include delivery and collection unless previously agreed. These services can be arranged for an additional fee.

Fleur Designs reserves the right, without penalty or cancellation by the client, to alter the style and shape of vases, pots, sundry items and display articles should any required items become unavailable prior to the wedding date

Delivery and Setup

- **Venue Setup and Takedown:** If setup and takedown at the venue are required, this will be charged at an agreed hourly rate. Liability insurances and risk assessments can be provided upon request. Removal of flowers from the venue is your responsibility unless arranged and included in your quote.
- **Client Dissatisfaction:** Should the client have any issues with the quality or standard of the flowers/displays, the client must notify the florist on the day of receipt. The Country Garden Florist reserves the right to rectify any errors on the day without prejudice. Any complaints regarding the quality, shape, size, quantity etc cannot be accepted after the day of the event.

Day Prior Set Ups

- Fleur Designs will not be liable for any issues related to venue or weather temperatures that are beyond our control. By confirming a day prior set up, you agree to accept the potential effects of temperature on the florals. It is the customer's

responsibility to communicate any specific instructions regarding temperature control with the venue.

Collection Orders

- Clear instructions will be provided for the collection of any orders. All florals will be freshly prepared on the day of collection, along with detailed care instructions. Fleur Designs will not be liable for storage conditions that do not adhere to our advice or for the condition of the florals once they have left our facility.

Details and Amendments

- **Order Changes:** Only the Bride and Groom or an appointed representative can make amendments to the flower order. Final details should be confirmed approximately four weeks prior to the wedding date and before the final balance is paid. Any specific requests from family members, such as corsage colours, must be communicated through the Bride and Groom in writing, in person, or via email.
- **Confirmation of Changes:** No changes are considered confirmed until updated and revised contracts have been sent reflecting any alterations. This ensures all parties are aware of and agree to the final arrangements.

Seasonality and Price Fluctuations

- **Flower Substitutions:** Fresh flowers are seasonal products and their availability can be influenced by factors beyond our control such as weather conditions and market supply. On rare occasions, we may need to substitute specific flowers or foliage. We will select similar alternatives to ensure they meet your expectations and maintain the overall design and quality of your arrangements.
- **Price Variations:** The prices of flowers can fluctuate based on current market conditions. While we provide an initial quotation, the final cost will be confirmed during your final details meeting approximately four weeks before the wedding date. This final pricing will reflect any changes in the market and ensure the best quality flowers for your event.

Mood Board Expectations

- **Bespoke Pieces:** At Fleur Designs, we take pride in delivering stunning floristry and make every effort to provide the varieties discussed. However, we do not guarantee specific stem types. We will consider your wish lists and include the desired blooms if available. If they are not available, we will use the wish list as inspiration for selecting alternative blooms.

You have the option to either leave the selection of flowers entirely to us or work with us to create a colour and style palette based on our discussions, emails, and images on your mood board. Please note that this process will not produce identical flowers or

designs to the reference photos. These images serve as inspiration, and each floral arrangement will be uniquely crafted for you and your wedding.

- **Intellectual Property:** Any mock bouquets, designs, sketches, and photographs provided by Fleur Designs are protected by copyright laws (The Copyright, Designs and Patents Act 1988). These materials must not be shared with or copied by any other company without our explicit consent. If you do not use Fleur Designs for your wedding flowers, all materials must be returned without being copied.
- **Liability:** Fleur Designs is not responsible for any injuries or damages caused by broken glass, materials, or dyes used to color the water. Our liability is limited to the supply of goods only, and we do not accept responsibility for any consequential loss.
- **Privacy:** We collect and use your contact details to process your order. We will not sell, lend, or disclose your information to any third party except for order dispatch.

Photographs

- **Promotional Use:** Fleur Designs reserves the right to take photographs of your flowers and the venue setup before the wedding for promotional purposes. We may also request images from your photographer for our use to use on all marketing platforms.

By placing an order with Fleur Designs, you agree to these terms and conditions. We look forward to creating beautiful arrangements for your special day.