



## HEDGES AND FLOWERS FLORAL DESIGN TERMS AND CONDITIONS

Hedges and Flowers Floral Design© want to ensure that a high standard of service is met for all clients and therefore ask you to sign this Terms and Conditions agreement at the time of booking.

### DEPOSIT

To make a wedding booking official, we require a £100 deposit. This payment secures your wedding date, as we only accept one couple per day. If, for any reason you decide to cancel your wedding with us, this deposit is non-refundable. The £100 is then subtracted from your final wedding invoice, and is not required as a separate or 'extra' payment.

### QUOTES + PAYMENT

No booking is official/date secured until the deposit payment has been received. Once the quote has been sent, it is valid for 30 days and we require that you acknowledge having received the quote. However if you do not respond to the quote within those 30 days it will become void and your wedding date will then be open to other couples.

Your personal quote will be sent to you after we have had our initial consultation. This quote is considered as a guide price as you may change your mind about styles or quantities nearer the date. You will receive your final invoice around 8 weeks before your wedding date.

Final payment is then required no more than 28 days before your wedding date. Payment is accepted via internet banking through the details provided on your final invoice. The minimum order value for a package wedding is £500. The minimum order value for our bespoke wedding option is £1000.

### CANCELLATIONS

In the event of a cancellation, your booking fee of £100 will not be refunded, however any other payments made up until that point will be.

If you wish to cancel certain items on your quote once it has been confirmed, you may only do so at a decrease of maximum 10% of the final bill price.

### DELIVERY + INSTALLATION

Delivery is charged at a flat rate of £10 plus 0.40p a mile, from the location DA11 7AF (Northfleet, Kent) to your wedding location. This price includes delivery to multiple addresses (separate grooms, brides and wedding locations etc).

Installation is charged at £25 per hour that we are required to spend on site installing your wedding flowers. This fee will be pre-decided once the final invoice has been created and we know exactly what we will be installing on the day.

Expenses payments will be added to your bill for any other consultations/venue visits over 10 miles from our base (DA11 7AF) at 0.40p per mile.

### HIRE OF VESSELS/PROPS

If you require Hedges and Flowers to provide the vessels for your flowers (e.g. centrepiece vases) or any other props, you must pay a refundable damage deposit of £100. Items must be returned to Hedges and Flowers within 5 days of the wedding date - or otherwise agreed.

Charges will be made for any items that are returned damaged, and replacement is charged at the current purchase price. It is the responsibility of the couple to reclaim any costs from their venue if they believe the venue to be at fault.

## FLOWER CHOICE

If specific flowers are unavailable or of poor quality, we reserve the right to substitute for flowers of a similar style or value.

## RESPONSIBILITY

Hedges and Flowers accepts no liability for injury or damage to the hirer, or third party by any equipment hired for use at their event.

## PHOTOGRAPHS

Hedges and Flowers reserve the right to take any photographs of the flowers prior to the event and to use them for promotional purposes. Any official photos that are sent after the wedding will always be appropriately credited.

We ask that at least one person of the couple signs below and returns this document via email to confirm you have read and understood our Terms and Conditions

Signed:

Date:

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