

Francis Floral Design and Celebrant Services

Terms & Conditions

Quotes

Quotes are valid for 30 days.

Changes to Quote

Upon accepting this quote, you are agreeing to the items and to the total value listed.

Should you wish to make changes to the items in this quote, we require a minimum of 90 days' notice before your event date.

Changes to your event date and venue can only be made under the conditions listed in the "Rescheduled & Relocated Events" section.

All changes must be made in writing to info@francisfloraldesigns.co.uk

Payment Terms

Payments must be made by cash, credit / debit card and bank transfer.

We cannot hold dates or provide tentative bookings. To confirm your quote and secure your date, we require a deposit of £200 and approval of these terms + conditions. A final consultation will be made 6 weeks prior to your wedding date, at which time the balance will be due. Additional purchases made after the final consultation will be accepted up to 6 weeks before the wedding date. No guarantee is given that the same flowers will be available for orders made after the final consultation but rest assured that colour and style will match as closely as possible.

It is your responsibility to review all event details, including the date, wedding venue, and quantities of items to be delivered.

Event Cancellations, Substitutions and Amendments

If the client decides to cancel this agreement, it must be done in writing to info@francisfloraldesigns.co.uk at least 90 days before the event.

Events cancelled within 90 days of the event date will lose the £200 deposit and be required to pay 50% of the total order charge. If the event is cancelled up to 180 days before the wedding the £200 deposit will be lost and 25% of the total order charge will be payable.

We reserve the right to cancel the contract at any time. In this instance, you are entitled to a full refund (including the initial £200 payment).

We reserve the right to make substitutions if the flowers received are not of the quality suitable for your wedding. Any substitutes will be matched as closely as possible in colour and style as the original flowers agreed upon. The agreed order with us must stand. Any changes or amendments by increasing numbers, floral design changes etc must be done when the final payment is due (60 days prior to the wedding).

If you decide to change the flowers after the initial quote has been given, then a new quote will be sent to reflect the change in price for the different flowers. No changes can be made within 60 days of the wedding.

Refunds will not be given for minor changes in flower type or appearance.

All flowers and foliage's are subject to seasonal quality and availability.

Rescheduled & Relocated Events

The client must advise of any change to the event venue or event date in writing to info@francisfloraldesigns.co.uk.

We will do our best to accommodate new dates or location changes however, we cannot guarantee our availability.

If we are unavailable on your new event date, or are unable to accommodate your change of venue, the initial £200 payment made remains non-refundable.

If we are available on your new event date, or able to accommodate your venue change, the initial payment made will be transferred to the new date. A new contract and quote will be drawn up considering the changed circumstances. (For instance, wholesale product prices fluctuate through the season, delivery and hourly wages vary depending on venue set-up requirements.)

Price Variations

We reserve the right to amend or change the pricing outlined in this quote in the event of cost changes beyond our control (e.g. wholesale flower prices).

We will make every effort to honour the original agreed price, however, the current volatile nature of shipping (national/international) dramatically affects wholesale flower prices.

Any price increases will be formally advised to you in writing.

Delivery

Upon delivery (or collection) the client assumes all responsibility and care for your flowers and designs.

Hired Pieces

All hire items remain our property and are provided on a hire-only basis unless purchased by the customer.

All hire pieces must be returned to us within 48 hours of the wedding unless agreed otherwise.

Please advise your guests that all hired items (e.g. vases & votives) must not be removed from the venue, otherwise you will be charged the full cost of replacement of each item not returned to us.

Clean, unbroken return of all hired stock is your responsibility.

Lost, broken or damaged stock on hire from us must be paid for in full, by you.

We reserve the right to charge an additional holding fee for hire items. We also reserve the right to charge the client full replacement costs for items damaged, lost or broken.

Photographs & Video Footage

We retain the right to photograph all finished work and use photographs of your wedding/event in our marketing efforts. This includes, but is not limited to social media, brochures, websites, Pinterest, advertising, magazine submissions and other publications related to self-promotion and marketing.

Photos taken by us of your arrangements remain our property. Our photos are not to be reproduced, copied or edited in any way by you or any third party without our prior permission.

Any photos provided to us by your photographer will only be used by us for the promotion and marketing of our business. Photographer's credits will only be displayed if requested.

We reserve the right to hire an independent photographer to capture our work on the day. Usage of these images will be limited to our own marketing and self-promotion applications.

Installations + Large-Scale Designs

It's the client's responsibility to advise the venue/events manager regarding the scope of designs.

The responsibility remains with the client to seek the required permissions from the venue to construct any hanging, suspended or other uncommon floral installations.

We cannot be held responsible or liable for any instances where work cannot be completed and achieved due to a lack of permission or safety at the venue.

Privacy

We respect your privacy. Your names, wedding date, contact details, order information & pricing will be treated with complete privacy.

We will not speak with any media representative or release any information unless you give us consent to do so. We request you do the same and do not disclose order and pricing details to anyone without our express written consent.

Design Terms

Ordering of flowers will not begin until a signed copy of this contract is returned, along with the deposit. (Occasionally, flowers will not be ordered until the final consultation date). The floral designer will begin assembling the flowers after the final consultation date and when the balance is paid in full. The designer will be in contact by phone during the whole process to ensure 100% satisfaction. Any changes to be made must be addressed during these communications.

Extreme Weather Conditions

In the instance of extreme weather (wind, rain, heat, or cold), we will always put safety first and will follow government advice regarding any event including flooded roads and bushfire evacuations.

We cannot be held liable for the impact extreme weather conditions have on our ability to safely do our job.

Extreme temperatures and high winds have a dramatic impact on flowers. While we will do our best to go above and beyond, we cannot be held responsible for damaged florals because of the weather.

Force Majeure

In the event either party is unable to perform its obligations under the terms of this Agreement because of acts of God, strikes, equipment or transmission failure or damage reasonably beyond its control, or other causes reasonably beyond its control, such party shall not be liable for damages to the other for any damages resulting from such failure to perform or otherwise from such causes.

In the instance, the force majeure event results in the cancellation or relocation of the wedding within 30 days of the planned date, and the wedding date is unable to be rescheduled or relocated by mutual agreement as per this Agreement (Rescheduled & Relocated Events), you agree that you will be liable for:

- The initial £200 payment; and
- An amount equivalent to the cost of any flowers or materials purchased by us to meet our obligations under this Agreement.

I agree to the terms set out in this contract and agree that I am the person responsible for all payments and decisions regarding this order.

Client Signature

Date (dd/mm/yy)