



07891 705 654

## Terms and Conditions

### *Consultation and Quotes*

1. Consultations are free but by appointment only to ensure an Event Florist is available to help you.
2. A maximum of 2 free consultations will be provided prior to making a booking for your event flowers. Additional consultations will be charged at an agreed hourly rate until your booking and deposit are received.
3. Any variances that may occur to prices quoted due to quoting over 1 year in advance of the wedding date will be advised in your individual quote and you will be notified as soon as possible if this occurs.
4. Your quotation and prices are valid for 12 weeks from the date they are first sent out to you, if you choose to book after this time there may be a need to re-quote.
5. Mock arrangements can be made if required but will be made to the same standard as the real bouquet and charged at the quoted price and **MUST** be paid for in advance.

### *Bookings and Deposit*

1. Your initial quote will normally be provided in writing, by email.
2. Any alterations to your event flowers must be made in writing, via email or postal letter. This ensures there are no mistakes or misunderstandings when it comes to your final list of flowers and requirements.
3. Only the Lead booking name may make any changes to the flower order.
4. Your balance will be due 1 month before your event date of which the final balance must be paid in full. The date for your balance will be shown on your event quote.
5. 1 week before your balance is due we will send out a final requirements form which we will need you to complete and sign a copy along with the final event flower list, after the form is complete and signed it's not possible to make any further changes to your event flowers, however it's at our discretion if further flowers can be added after the final balance has been paid. (For cancellation please see Terms and Conditions for Cancellation.)
6. When an event date is booked a £50 deposit is required. The £50 deposit is then subtracted from your final event flower bill. This deposit will secure the date to ensure an event florist and delivery vehicle is available for you.
7. No event is booked until the deposit is paid.
8. Payment of the deposit is an acknowledgement of these terms and conditions and form a binding contract.

### *Cancellation and Refunds*

1. If, for any reason you decide to cancel your event the £50 deposit is non-refundable.
2. If you cancel your event before your final balance is due you will only lose your £50 deposit this will cover any consultations and administrative costs.
3. Cancellations within 4 weeks of the delivery date, when the full payment will have been made are then final. No refund at this point will be given. This is to cover the cost of flowers that will have been ordered, consultation and administrative costs.
4. If through illness or for reason out of our control and none of our florists are available to finish your event flowers we will employ a free-lance or pass your order onto a fully qualified florist available to complete your wedding flowers at our quoted price.
5. In the very, very unlikely case we are unable to find an alternative florist you will be refunded in full and be given all the support to find your event flowers.
6. If you decide to postpone your event we will hold your deposit until your event goes ahead, but you may be liable for any price increase if the date is 1 year after the original agreed event date as explained in the terms and conditions section 'Consultation and Quotes number 3'.
7. In the event of complete cancellation or when postponing your event this must be advised in writing.
8. If you alter your event flowers after the final payment has been received and you choose to reduce the total cost of flowers you will only be refunded 25% of the cancelled items. As we will be unlikely to take a booking of value so close to your event date and may have turned down work due to the original work load intended.

### *Availability of Flowers*

1. Fresh flowers are a living product and are dependent on weather conditions, stringent quality checks, and influences beyond our control. On exceptionally rare occasions we may have to substitute a specific flower. If this happens we reserve the right to source a similar flower.

### *Delivery and Set Up*

1. Deliveries will need to be signed for. Please check the flowers carefully and ensure any discrepancies are communicated with us within 30 mins of delivery.
2. We will not be held responsible for any injuries or damages sustained as a result of water, broken glass, packaging, materials or dyes that may be used. Liability is limited to the supply of goods only. No responsibility will be accepted for any consequential loss.
3. Delivery and set up costs will be shown in your quote .
4. For out of area deliveries they are charged at 40p a mile plus an agreed rate per hour driving time will be added. All these charges will be shown in your quote.
5. Removal of all flowers from your venue is your responsibility unless previously arranged and included in your quote.

### *Hire*

1. We charge a refundable £100 for this service. All hired goods must be returned within 3 days or as agreed in the quotation.

### *Photographs*

1. Flowers by Natalie reserves the right to take photographs of flowers and the setting prior to the event which may be used for promotional purposes.

### *Responsibility*

1. Once your event flowers have been delivered and a signed copy of receipt of the goods, we then accept no responsibility for the flowers there on in.
2. Flowers by Natalie accepts no liability for injury, loss, or damage to the hirer or any third party of any equipment hired for use at the event.
3. Flowers by Natalie accepts no liability for the unlikely event of allergies or injuries caused by any flowers. Any allergies must be stated in writing at the time of booking.

### *Privacy Policy*

1. We value your privacy and will never, lease, rent or sell your private information. Period.
2. We will securely hold your contact details in line with the Data Protection act 1988.

### *Copyright*

1. All copy and images on this website are owned by Flowers by Natalie and protected by copyright. Unauthorised infringement of copyright may result in legal action being taken against the offending party.

### *Other*

1. English law shall apply in all relations to Flowers by Natalie.
2. All prices are in UK Pounds Sterling and are correct at the time of viewing.
3. For any queries with the terms and conditions please contact me [info@flowersbynat.com](mailto:info@flowersbynat.com)