

Terms and Conditions



I really appreciate you choosing me as an independent local florist but would be grateful if you could take note of my terms and conditions. If you have any queries about any of the below items please do get in touch.

General terms and conditions

- ❖ All arrangements made and requests for specific flowers or colours are subject to seasonal and supply-based availability.
 - We make customers aware of this via our website and for weddings we discuss this in consultations.
 - Any major changes required will be discussed and approved by the customer in good time.
- ❖ All gift bouquets and farewell flowers are to be paid for **in full** upon ordering.
- ❖ We are an eco-friendly business and so encourage the recycling or reusing of all packaging including paper wrapping and glass jars.
- ❖ We use British flowers as much as possible but will use imported items alongside
- ❖ We kindly request that it is taken into consideration that FERN exists as an addition to other working commitments so our availability is always subject to those other commitments.
 - Where other work commitments are such that we cannot fulfil an order we will fully refund the customer and suggest alternative local florists.
- ❖ Any personal data that we require for the purpose of fulfilling an order (such as name or address) will only be held for as long as it is required for that order to be completed and we will not give data to any third parties.
- ❖ Customers understand that flowers are for **decorative purposes only** and we do not provide cake flowers due to the food safety risks involved
 - We ask that none of our flowers are taken to be used on a cake or other food item and so if a customer does this we are not responsible for any ill health outcome
- ❖ We reserve the right to adjust our prices according to supply or labour costs.
 - This does not affect any orders already invoiced/paid for.
- ❖ We reserve the right to refuse service to anyone at any time.
 - Rest assured this will only happen if necessary due to issues with availability or if we do not feel we have been treated with respect.
- ❖ We reserve the right to change these terms and conditions if necessary and will publish them to be viewed on our website.

Wedding terms and conditions

- ❖ All wedding enquiries begin with a consultation in person or via video call with the couple to discuss their wedding flowers in detail and to enable us to send out a detailed quote.
 - This consultation is charged at £15 to cover the time involved with any preparation work, the meeting itself and subsequent quote provided.
 - If the couple are happy to proceed with us after this consultation then a £50 **non-refundable** deposit (deducted from final bill) will be taken to secure the date. The £15 consultation fee is absorbed into this deposit.
 - If after the consultation the decision is taken by the couple not to proceed then the £15 fee will be **payable within 14 days of the date of the meeting**.
 - If conditions outside the couple's control mean I cannot fulfil their wedding and they have already paid the deposit I will of course refund the deposit.
- ❖ The detailed quote still remains just a quote at this stage as a **finalised quote and invoice will be provided no earlier than 4 months prior to the wedding date** - this is because prices fluctuate through the seasons but I will try my best to work with you to give as much certainty and stability on your pricing as possible. For this reason I don't take any further payment until sending out this invoice.
 - Upon receipt of your final invoice payment can be sent in full or split into a payment plan if desired.
- ❖ Any adjustments to the flower plans can be accepted up to 3 weeks before the wedding date, after which no major adjustments will be able to be made as payment will have been taken and I will have begun to order containers and sundries etc. I will always prompt a final look over your plan as we get towards the 4 week mark to check that all details are correct.
 - If any large adjustments are made before the 3 week mark any extra fees or deducted fees will be invoiced or refunded.
 - I can accept small adjustments after the 3 week mark such as one or two extra buttonholes or corsages - other requests will be considered and I will make the decision of whether the addition/deduction is possible or not.
- ❖ If the couple require me to return to the venue to transfer any floral pieces to different locations during the day this will be charged at an appropriate rate according to travel time and labour time.
 - A fee also applies to 'takedown' i.e. returning to the venue the day after the wedding to remove all flowers and hired pieces, again calculated on travel and labour.
 - If the couple would like to keep their flowers we can discuss a way to reuse them or give them out to guests, with additional costs applicable if further labour is required. As a business which focuses on the endpoint of everything I use, I always ask the couple to have a plan in place of **what to do with their flowers after the wedding** - they have been paid for and are your property to enjoy for as long as possible and I hate to see them go to waste!
- ❖ Any glassware, ceramics or other props hired from us are charged at a hire price which is included within the cost of the floral piece unless otherwise stated on your quote. Any items hired from us that

are not returned/arranged to be collected within 72 hours of the wedding or are returned damaged will be charged for and an invoice will be sent to cover the cost of replacement.

- ❖ Delivery charges for wedding flowers to the venue or getting-ready place are charged according to quantity of pieces and distance from Y012
 - If a full set-up of the room or in-situ assembly of arrangements is required at the venue this will be discussed and arranged according to availability.
- ❖ Customers understand that flowers are for **decorative purposes only** and we do not provide cake flowers due to the food safety risks involved
 - We ask that none of our flowers are taken to be used on a cake or other food item and so if a customer does this we are not responsible for any ill health outcome