



Wedding Bookings Terms and Conditions

Willow and Wisteria Flowers Ltd want to ensure a high standard of service is offered to our customers whilst we work with them to create the perfect wedding flowers on the big day. To ensure a high standard of service is met you can contact us at any time with any problems, questions or queries on 01324 270221 or email us at info@willowandwisteriaflowers.com. Alternatively you can pop into the shop at 44a Grahams Road, Falkirk, FK1 1HR.

Deposit

When a wedding date is booked, we charge a £100.00 deposit. This saves the date of your wedding and covers all work florist will undertake eg. quotes and revised quotes, emails and consultation meetings. The deposit should be paid on the date of booking. If, for any reason you decide to cancel your wedding this deposit is non-refundable. If you decide to postpone your wedding, we will hold your deposit until your wedding goes ahead. The deposit is subtracted from your final wedding invoice. Payment of deposit is an acknowledgement of Terms and Conditions.

Quotation and Payment

No wedding or event is booked until the deposit has been paid and the terms and conditions have been signed. Once the deposit has been paid and this document has been signed then the date is secure. If you receive your quote and do not book within 1 month, the advised total is no longer valid. A new quote would have to be drawn up. This is due to flower prices changing with regards to seasons and economy.

A quotation for the cost of your wedding flowers will be sent to you after the initial consultation, this should arrive in your inbox no later than two weeks, however there may be times through-out the year you may wait longer to receive your quotation for example wedding season, xmas time, valentines etc as these are very busy times for florists and I

may not get time to do it within two weeks but please be assured the quote will be done and sent to you as soon as possible. The quotation you receive is a guide price as you may make changes closer to the wedding day in terms of quantity of tables, thank you bouquets, buttonholes and corsages etc. As discussed at consultation the quote may fluctuate 10% – 20% with regards to Brexit/CoronaVirus/Corporate inflation. You will receive a final invoice approximately one month before your wedding. Payment is accepted by card, cash or BACS

Payment in full is required, at the latest, 1 month before the wedding.

Cancellations

In the event of cancellation, the booking fee (deposit) will not be refunded. Complete cancellation of the wedding must be advised in writing. Any money paid above the deposit will be returned to the customer on confirmation of cancellation in writing.

Corona Virus

In the event your wedding date is postponed due to the CoronaVirus, Willow and Wisteria Funerals and Events Ltd will try our very best to adhere to the new date that you are provided with, however we cannot promise our availability on your new date given In the event your wedding is cancelled due to the corona virus the deposit paid upon booking will remain non- refundable however any other payments made towards the final balance will be refunded in adherence to our cancellation policy above.

Availability of Flowers

Due to the florist industry being seasonal we will advise you at the initial consultation on availability of specific stem types with regards the date of your wedding.

Any photographs used in our discussions and emails will be used as inspiration for your wedding flowers to give the florist an idea of the style and colour palette of the day, but please note that flowers made from photographs will never be identical, but will look as similar as possible with regards to stem type availability and season.

Delivery

Delivery of all flowers will be made on the wedding day to the agreed addresses at the times arranged. Any queries must be raised within 1 hour of delivery by telephoning 01324 270221.

Hire of Vases, Crates

All vases, crates, wood slices etc are on a hire agreement. All items must be returned to Willow and Wisteria Flowers within 7 days of wedding date - or as agreed.

Charges will be made to the customer for any glassware returned cracked, chipped or broken. Replacement of goods is charged at the current purchase price; it is then the responsibility of the hirer to reclaim any of these costs from the venue if the venue was at fault. Equipment hired (jugs, bottles, vases, plinths, candelabras, etc) remain the property of Willow and Wisteria Flowers Ltd at all times.

Photographs

Willow and Wisteria Flowers Ltd reserves the right to take photographs of flowers and the venue setting prior to the wedding which may be used for promotional purposes. Photographs of wedding flowers and venue setting will not be used for promotional purposes until 24 hours after the date of the wedding.

Responsibility

Willow and Wisteria Flowers Ltd accepts no liability for loss or damage to the flowers or any other items hired AFTER DELIVERY to the venue or bridal party.

How To Contact Us:

Feel free to contact us at any time with any questions, queries or changes regarding your wedding flowers.

Email:

Phone: 01324 270221

Address: 44a Grahams Road, Falkirk, FK1 1HR.

We are open: TUE - FRI: 10am-5.00pm, SAT: 10am-3pm

Please sign and date below to confirm that you AGREE with the above terms and conditions set out by Willow and Wisteria Flowers Ltd on the arrangement of your wedding flowers:

DATE: _____

SIGNATURE: _____

PRINTED NAME: _____

Thank You.

Willow and Wisteria Flowers Ltd looks forward to working with you to provide you with the wedding flowers of your dreams.

Liana Cardillo

Willow and Wisteria Flowers Ltd