

Terms and Conditions of Event Flowers

Booking fee

To reserve your wedding date, I ask for a £100.00 fee, which will be deducted from your final bill. Should you decide to cancel your booking for any reason this deposit is not refundable.

Payment Plan

* 6 months or earlier before event date: Booking fee required.
* 6 months - 50% of final amount required.
* 6 weeks before event date – 100% of final amount in full.

Final payment in full is due no later than 4 weeks before the event date.

Cancellation

Cancellation of my service must be notified as soon as reasonably possible. Any booking fee paid will be retained regardless of the circumstances of the cancellation. I must receive full payment at least 4 weeks before the event. If you cancel your event within this time Bude Blooms will be unable to offer a refund and will retain the full amount. Please see below for following timescales and refund amounts:

* 9 months or more before event date: Booking fee retained.
* 9-6 months before the event date: Booking fee retained.
* 6-3 months before the event date: Booking fee retained, and 50% of final amount payable
* 3 months- 4 weeks before the event date: Booking fee retained, and 75% of final amount payable.
* 4 weeks up to event date: Booking fee retained, and full amount payable.

In the event that payment in full has not been made by the date due I will not be able to supply my product and service for your event date due to the ordering and preparation involved. No further work will be carried out by myself to prepare for your event.

I want to provide you with a high quality service so in the event you offer me a full payment with less than 3 working days before your wedding date I reserve the right to refuse my service. I am not obliged to offer any compensation for inconvenience caused.

Flowers

You have chosen to use locally grown and British flowers for your event and I will use the best blooms I can source and grow. My product is vulnerable to the mercy of nature and weather. **I would stress that flowers and plant material are natural products and colours may differ. I cannot guarantee exact colours due to the natural product.** Only approximate timings of flowering can be given. If on any occasion when a specified variety is not available after trying my absolute best to source flowers from other British growers, I will then substitute for a suitable alternative in terms of colour, quality and style. The same applies if we have discussed and you have chosen to use imported flowers.

Wedding Package Flowers

These arrangements are at a set price and are completely florist’s choice of flowers. I will work to your chosen colour scheme, but contents, shapes and flower types are to my discretion. The same payment plan and cancellations policy applies to these flowers. If the order is less than the booking fee this will or course be reflected.

Equipment Hire

If you are hiring equipment from Bude Blooms for your event, please note that a refundable deposit (£100) will be paid at the same time as your payment. This will be refunded as soon as all items are returned in good order.  You are responsible for the goods during the hire period from the time of delivery until the goods are accepted back into the possession of Bude Blooms. All items must be returned in the condition they were delivered or a replacement fee for the item will be charged.

Delivery

Incorrect personal details may lead to problems or delays in delivery. Please ensure that you have provided full address, including accurate postcode of the venue or agreed recipient and your contact telephone number or e-mail address so that we can notify you in the event that any delivery problems are encountered. Please also check that delivery date and times are correct.

Set up

I will personally deliver and set up your flowers unless otherwise agreed. For large events trusted assistants are brought in to ensure smooth and timely set up. I accept no responsibility for any damage caused by flames or lit candles at an event once we have left the event set up. Whilst Bude Blooms, provide candles and candle vessels, it is usually the caterer and/ or venue staff that light them, and I will not therefore be held accountable for any damage caused by them.

Amendments

You will not be allowed to make any significant changes after the order has been placed without additional fees. I will however, try to make small changes where possible to accommodate your needs. After your estimate has been excepted you cannot reduce the final price by any more than 25%. Please contact me on 07817303140 or email [budeblooms@yahoo.com](mailto:budeblooms@yahoo.com) as soon as possible if you have any queries about your booking.

Complaints

In the event that you are not satisfied with my products or service, please make this known to me on the day and I will try my best to fix any problems arisen before the event. Any complaints should be made within 1 working day of the event to the contact below. Please provide any photos or other relevant evidence you have.

**Email**               budeblooms@yahoo.com

**Telephone**       07817303140

**Address**          Cassie Cannon, Bude Blooms, 27 Seawell Road, Bude, Cornwall, EX23 8PD

Because of the perishable nature of the products, the recipient will be advised upon delivery how to store/ care for your product and we ask that you fulfil this. Usually, the instruction will be to keep the product in a cool place, away from draft, heat or strong fumes. Keep bouquets in water until needed and dab stems with a cloth before use.

**Disclaimer- Ill health, Acts of God or adverse weather conditions**

Whilst I agree to use reasonable endeavours to ensure that my service is fully operational and error-free I cannot guarantee this. Acts of God, sudden ill health and adverse weather conditions may affect my ability to deliver the Bude Blooms product or service. However, in cases of adverse weather I will remain in contact with you in the lead up to the event and discuss a contingency plan. I have contingency plans for such occasions of sudden ill health. If I (Cassie Cannon) am unable to personally complete or deliver your event, then this will be completed by a trusted member of my freelance team or outsourced accordingly. Ultimately, I can accept no responsibility for Acts of God, sudden ill health or adverse weather conditions and if I am prevented from providing my service or product as agreed, then I can only offer a refund of full monies paid

Agreement

By paying your booking fee you are agreeing to these terms.