

Below are set out the Terms and Conditions for Bracken & Rose. Please read them carefully before agreeing to the terms and conditions.

#### 1. QUOTES AND ESTIMATIONS:

1.1 A quotation for the cost of your wedding flowers will be sent out to you soon after your initial consultation.

This is a guide price and reflects the market cost of the flowers at the time of ordering. It will be subject to change if there is fluctuations in the market value at the time of purchasing your flowers from the wholesaler which will be reflected in the final invoice.

1.2 Unless a set price has been agreed with the florist in advance.

1.3 Any changes made nearer the day to the number of arrangements or changes to choice of flower material will be reflected in the final invoice.

1.4 Once the deposit has been received the final invoice cannot be reduced by more than 10% of your original quote.

1.5 A maximum of 2 free consultations will be provided prior to making a booking for your wedding flowers.

Additional consultations will be charged at an agreed hourly rate until your booking and deposit are received.

#### 2. DEPOSIT:

2.1 As we are limited to the number of weddings we can provide on any one day, we request that a deposit of £100 is paid to secure the date. If you decide to cancel your wedding at any time this deposit is non-refundable.

2.2 If the wedding is cancelled due to events outside of your control then it may be returned at the florists discretion

2.3 If you decide to postpone your wedding we will hold your deposit until your wedding goes ahead.

2.4 The £100 deposit is subtracted from your final wedding invoice.

2.5 Payment of deposit is an acknowledgement of our Terms and Conditions.

2.6 If the wedding is cancelled within 7 days of the wedding date and the flowers/ materials have already been purchased, the wholesale cost of the flowers will be payable.

#### 3. PAYMENT:

3.1 The final invoice for your wedding flowers will be issued to you after your detailed consultation.

3.2 The final payment must be paid in full 21 days before the wedding.

3.3 Bracken & Rose reserves the right to cancel any wedding flowers, if payment is not made by this date. We are not obliged to offer any compensation for inconvenience caused.

3.4 Upon receipt of the final invoice for payment we will send a final copy of the order. We will ask you to check this carefully, sign and return one copy to us as confirmation that the order is correct.

#### 4. CANCELATIONS AND REFUNDS:

4.1 After your deposit has been received you cannot reduce the total cost of the flower order by more than 10%, as we will be unlikely to take a booking of value so close to an event date and may have turned work away due to the original intended workload.

4.2 If through illness or for reasons beyond our control we are unable to provide your wedding flowers we will refund your deposit and any monies paid.

4.3 If this occurs within 7 days of the wedding date and the flowers have been purchased already we will employ a free-lancer to complete the work on our behalf or arrangements can be made to provide a florist of your choice with the purchased flowers if payment is provided to cover the wholesale cost of the flowers.

#### 5. HIRED PROPS AND VASES:

5.1 If you are hiring any equipment/ props/ vases with Bracken & Rose, a pre-agreed damage deposit will be payable before the wedding.

5.2 The damage deposit will be refunded upon safe return of the said items.

5.3 All hired items are to be returned within 72 hours of the date of the wedding.

5.4 The hire charges do not include delivery and collection charges of said items unless otherwise agreed prior to hiring. Collection of hired items can be arranged as a chargeable extra.

5.5 Charges will be made where the deposit does not cover it for any glassware returned cracked, chipped or broken.

5.6 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.

#### 6. DELIVERY AND SET UP:

6.1 Where 'set up' and 'take down' at the venue is required, this will be charged at an agreed rate per hour.

6.2 Unless otherwise agreed with the florist.

6.3 Liability insurances and risk assessments are available at your venues request.

6.4 Removal of all flowers from the venue is your responsibility unless previously arranged and included in your quote.

#### 7. DETAILS AND AMENDMENTS:

7.1 Only the Bride and Groom/ appointed person for wedding flowers may make any amendments to the flower order.

7.2 We suggest the final details of the wedding flowers should be made approximately 3 weeks prior to the wedding date, before the minimum balance is settled.

#### 8. ADDITIONAL TERMS:

8.1 Fresh flowers are a living product and are dependent on seasonal availability, environmental factors and other influences beyond our control. On occasions we may have to substitute a specific flower or foliage. If this happens we reserve the right to source a similar flower/foilage, and we hope that you trust our judgement to make any necessary substitutions and know that it is in your best interests for us to do so.

8.2 Any mock bouquets made for you, along with any designs, sketches and photographs of our work we allow you to view and/or take away with you are subject to copyright laws (The Copyright, Designs and Patents Act 1988) and therefore you are not permitted to show them to, or allow them to be copied or used by any other florist or floral designer without the express consent of Bracken & Rose. If you choose not to use Bracken & Rose to provide your wedding flowers, any designs, sketches and photos must be returned without being copied.

8.3 We will not be held responsible for any injuries or damages sustained as a result of broken glass, materials or dyes that occur through the use of our floral products.

8.4 Liability is limited to the supply of goods only. No responsibility will be accepted for any consequential loss.

8.5 When you place an order with us or make an online enquiry we gather certain information which you submit, including an address and contact details that we require to action your request. We will not sell, lend or disclose your information to any third party other than for the dispatch of your order.

#### 9. PHOTOGRAPHS:

9.1 Bracken & Rose reserves the right to take photographs of flowers and the setting prior to the wedding which may be used for promotional purposes. For any queries with the terms and conditions please contact us at [brackenandrose@gmail.com](mailto:brackenandrose@gmail.com)

Bracken & Rose is a trading name for N33edo Ltd.