

LITTLE PADDOCK FLOWER FARM

TERMS & CONDITIONS FOR WEDDING & EVENT ORDERS 2022

THE FLOWERS

- You have chosen to use seasonal flowers and we will always advise you on what is due to be in flower at the time of your wedding or event. We can give you a really good idea of what we expect to be in bloom. However, we can never say 100% as the weather plays a huge factor in flowering times. We have plenty of experience though, will always have something you'll love, and will work with the best of what is available to us on the day.
- We are able to supply a huge variety of flowers that are not available for your average high street, event florist, or wholesale market, but only the import market can give 100% certainty of having specific flowers in specific colours at any time. So if you are looking for rose filled bouquets or gypsophila flower crowns then we are probably not the florist for you.
- Where we do need to supplement your order with flowers from elsewhere we will endeavour to support other local flowers growers, and will only ever supply you with British grown flowers.
- We pick flowers to your colour specifications as closely as possible, however we cannot guarantee an exact match throughout.
- Once your flowers have been collected or delivered it is up to you to keep them in top condition. Keep them cool and out of direct sunlight. During your wedding day, bouquets will appreciate a drink of water in a vase once the formalities are complete - use them as another arrangement in your venue. Please ask for advice if required.
- Stem counts used in our arrangement proposals are our guide to you based on our experience of what works best and what was agreed during discussion. Where you have suggested a lower budget we have suggested the minimum number of stems recommended.

PAYMENTS

- A £100.00 deposit is required to secure the date for your wedding flowers. The deposit is non refundable and will be deducted from the final bill.
- Full payment, minus the deposit, is due no later than two weeks before the wedding date. Amendments cannot be made after this time.
- No refund will be given for any cancellation either in full or in part for your order after the final payment has been made. If payment is not received in full in advance as per the invoice date, the order will not be fulfilled. * COVID-19 see below.
- Your booking includes a free initial personal consultation and one further face-to-face meeting to finalise details if required.

- Additional 1 hour face-to-face consultations are available at a rate of £60 per consultation.

HIRE ITEMS

- All containers, vases and jars hired (excluding buckets for transporting flowers which are included and do not need to be returned) remain the property of Little Paddock Flower Farm.
- A refundable deposit will be paid at the same time as your final payment for any hired items. Your deposit will be refunded as soon as all items are returned in good order to us, within 7 days of the wedding.
- Collection of hired items from the venue can be arranged at additional cost. If you are providing your own containers for arrangements to be made by us, please ensure that they are watertight and spotlessly clean prior to delivering them to me.
- If containers are received by us and are found not to be clean, a cleaning surcharge of £5.00 per item will be invoiced and payable prior to delivery of your wedding flowers.
- Containers must be received by us 7-10 days prior to your wedding date.

OTHER

- If you choose to include candles or other naked flames in your floral displays, these will be your responsibility. We cannot bear any liability for any damage or injury resulting from the use of real candles as we will not be present to supervise their safe use throughout the day.
- All flower displays are for ornamental purposes ONLY. For the purpose of safety, all flowers should be considered toxic and potentially harmful if consumed and appropriate medical attention should be sought in this event.
- Occasionally a flower may cause a rash, hay fever or other allergic reaction in some people. Please advise us of known allergens that you wish to avoid. If we are not notified of known allergies we cannot be held responsible for any ill effects which the flowers may cause.
- If you choose to move flower displays from one location to another during the course of your wedding, Little Paddock Flower Farm will not be liable for any damage to property or for any injury arising to persons occasioned during or subsequent to the relocation of the flower displays.
- Whilst I agree to use my reasonable endeavours to ensure that Little Paddock Flower Farm is fully operational and error free I cannot always guarantee this. There are certain situations or events which may occur which are not within my reasonable control. Examples include but are not limited to; sudden ill health, adverse weather conditions, acts of God, industrial action, public disorder, road traffic accident or severe traffic delays which may make it impossible or unsafe for me to perform any of the services.
- If we are unable to personally complete or deliver your event due to ill-health or other circumstances beyond my control, then this will be outsourced to another appropriate florist. *If your wedding is postponed or cancelled relating to Government lockdown or

COVID-19 symptoms and you have paid a deposit, we will credit your account with the amount paid (this can be used for any product or service we offer) or transfer your booking to another date. Unfortunately we cannot offer deposit refunds.

- Ultimately Little Paddock Flowers cannot accept responsibility for events outside its control and if I am prevented from providing my service or product as agreed then I can only offer a refund of monies paid.
- In the event of any dispute, the value of any compensation or refund will not exceed the value of the goods ordered.

By accepting your quotation and paying your deposit invoice, you are thereby accepting the terms and conditions above.

Kindly,

**Charlotte Hamilton
Little Paddock Flower Farm**