



## TERMS & CONDITIONS

1. As we are limited to the amount of weddings we can fulfil, a non refundable booking fee of 20% of your total balance along with a signed copy of the wedding terms and conditions is required to to secure your date. Acceptable methods of payment are cash or bank transfer.
2. Once your Wedding date has been reserved with us and your non refundable booking fee paid you are not permitted to reduce your order by any more than 10% of the total cost, you can however look to increase your order should our resourcing allow.
3. The balance is due to be paid 28 days before your wedding date. If you fail to pay your balance by the required date, we reserve the right to cancel your order and in the event that we are approached about another wedding or event, they will take priority if payment has been received from them. Acceptable methods of payment are cash or bank transfer.
4. If you decide to postpone your wedding and we are available on your revised date we will hold the non refundable booking fee against your new date. If we are not available on your new chosen date your non refundable booking fee will not be returned to you.
5. If you decide to cancel your wedding outside of 30 days your non refundable booking fee will not be returned to you. If you decide to cancel your wedding and have paid your balance 15-30 days prior to your wedding date we will refund 50% of your balance. If you decide to cancel your wedding and have paid the balance within 14 days of your wedding no refund will be issued.
6. As flowers are ordered 14 days prior to the wedding date, no changes to your order can be made after this point.
7. Fresh flowers are a living product and are dependent upon weather conditions, quality checks and sometimes influences beyond our control. On very rare occasions we may have no alternative but to substitute a specific flower. If this happens we will inform you and reserve the right to source a suitable alternative flower. We will do everything within our power to ensure that the substitute flower is as close to the original choice as possible.
8. Occasionally the suggested or requested flower colour will not be available to buy. In these rare circumstances we reserve the right to choose an alternative colour that is close to the chosen colour as possible.

9. Any delivery address which is outside of a 5 mile radius of LE2 9PZ will be subject to a delivery charge of 40p per mile outside of the 5 mile radius of LE2 9PZ.
10. If we are providing you with large floral installations which require us to be on-site at your venue to install the arrangements this is will charged at £25.00 per hour. This amount will be included within your quotation and payable with your final balance.
11. We have a range of sundries which are available to hire including stands, vases, candle holders, jars and logs. They are available to hire for a period of 48 hours over your wedding.
12. Within the hire period of 48 hours the hirer has full responsibility for the items and is accountable for them being returned to us in the same condition as they were hired to you.
13. In addition to the hire charge for each item there will be a £200 security deposit to cover the unlikely event of any loss, damage or breakage. This payment is due with your final balance, 28 days prior to your wedding date.
14. In the unlikely event that an item on hire to you is lost, damaged or broken the cost of replacing the item(s) will be deducted from the £200 security deposit, a recipe will be provided to you for the replacement . If all items are returned in the condition there were delivered in then the full £200 security deposit will be returned to you within 48 hours of the wedding date.
15. A collection service is available to collect all hired items from the venue the day after the wedding. This carries a fixed charge of £30 if the venue is within a 5 mile radius of LE2 9PZ. If the venue is outside of the 5 mile radius of LE2 9PZ an additional 40p per mile will be added on to the £30 charge. This amount is payable with your balance, 28 days prior to your wedding.

**I / We hereby accept the quotation provided and the terms and conditions detailed within this document.**

**I/We wish to reserve the date with Palm & Peony Flowers and enclose or have paid by bank transfer the 20% non refundable booking fee. ( Please note the booking is only confirmed once the 20% non refundable booking fee is received).**

**Signed** \_\_\_\_\_

**Name(s)** \_\_\_\_\_

**Date** \_\_\_\_\_