



## 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 secure your date. Acceptable methods of payment are cash, bank transfer or credit card via payment link (Card payment via payment link will incur an additional 1.5% charge to cover fees).
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 25% of the total cost, you can however look to increase your order should our resourcing allow. Any reduction must not bring the total below our minimum order value of £800.
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 if 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, bank transfer or credit card via payment link (Card payment via payment link will incur an additional 1.5% charge to cover fees).
4. If you decide to move your wedding date 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 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 CV11 6UQ will be subject to a delivery charge of 50p per mile outside of the 5 mile radius of CV11 6UQ, as well as a charge of £10 per hour. This will be charged for the outward and return journey. This will be clearly indicated on your quote and invoice.
10. We have a range of sundries which are available to hire including stands, vases, candle holders, jars and log slices. They are available to hire for a period of 48 hours over your wedding.

11. 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.
12. In addition to the hire charge for each item there will be a security deposit to cover the unlikely event of any loss, damage, or breakage. This payment will be outlined on your quote and is due with your final balance, 28 days prior to your wedding date.
13. 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 security deposit, a receipt will be provided to you for the replacement. If all items are returned in the condition they were delivered in then the full security deposit will be returned to you within 48 hours of the return of goods.
14. 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 CV11 6UQ. If the venue is outside of the 5 mile radius of CV11 6UQ an additional 50p per mile, as well as a charge of £10 per hour will be added on to the £30 charge. This amount is payable with your balance, 28 days prior to your wedding. This will be charged for the outward and return journey and will be clearly indicated on your invoice.

If your venue requires that all items must be cleared by the end of the night, an additional fee of £100 will be charged for any collection after 10pm.

15. Government restrictions: If your wedding cannot be held on your original date due to government restrictions disallowing weddings, we will move your booking fee to a new date if we are available. If we have no availability on your new date or you choose to cancel your wedding, we will return your booking fee minus charges for our time on the following: consultation, quotation, mood board, emails back and forth.

In the event that government restrictions allow the wedding to go ahead but require changes, e.g. size, location; and we are notified more than 14 days before the wedding, we will amend your order to accommodate these changes, providing the order value does not go below our minimum.

If you cancel/postpone/amend within 14 days of the original wedding date, we reserve the right to keep any moneys paid to cover the cost of stock already bought.

If there is no government restriction affecting weddings, our standard cancellation/postponement terms apply (see points 4&5).

**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/ the full balance. (Please note the booking is only confirmed once the 20% non-refundable booking fee is received).**

Signed \_\_\_\_\_

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

Date \_\_\_\_\_