



WEDDING FLORAL PACKAGE  
TERMS AND CONDITIONS

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### CONSULTATIONS

We offer an initial consultation, held in a cafe or online at a mutually convenient time. During your consultation we welcome any pictures, colours, mood boards, and fabric samples – anything you have and would like to bring to help us gain a clear understanding of the style of your wedding. We believe a personal consultation to be the most thorough way to quote for your wedding, and accordingly we do not provide a quote via email or without a consultation – Some exclusions apply ie: During Covid Pandemic where meeting is not possible.

You are entitled to a 1 hour free consultation for Wedding package minimum of \$2,500 with Flouergardn floral stylist at which time they will discuss with you in detail all the floral requirements for your wedding. This is an in-depth consultation where all the items required for your wedding are discussed including colour themes, style, delivery, booking and payment, they will provide you with professional advice and opinions during this time.

A final appointment/consultation can be made between 4 – 6 weeks prior to the event date, should one be required. Any subsequent appointments will be charged at \$50 per hour or part thereof, any additional revisions will incur a \$20 administration fee to re-work the existing estimate. If these charges are applicable, they will be added to the final estimate costing.

### QUOTATION, DEPOSIT AND PAYMENT

Your quote for wedding flower package produced by Flouergardn is valid for 30 days. This timeframe is determined by the date stamp on the original email and this document you receive with your quote attached.

On the date that you receive your wedding flower quote, your wedding date is available for booking. We request that you email or phone us to ensure your date is still available before payment of your deposit. We accept no responsibility if you have a valid quote and wish to book, but your date has become booked out. Bookings will not be held without a deposit.

All weddings require 25% non-refundable/transferable deposit and the return of fully signed “Execution of Agreement” is required to secure your date. Upon accepting the quote, you agree to ALL the items listed on the quotation.

The deposit is credited toward the balance of your wedding flowers. The remaining balance is required in full, 30 days prior before your wedding date.

Should a quote be requested 6 weeks or under from the event date - Full payment will be required upfront to secure the booking.

### PEAK PERIODS

Premium dates incur higher prices due to factors that are outside our control. These dates include, but are not limited to:

2 weeks before, 2 weeks after, and including February 14th

2 weeks before, 2 weeks after, and including Mother’s Day

2 weeks before, 2 weeks after, and including Christmas.

2 weeks before, 2 weeks after, and including New Year’s Eve.

Higher delivery charges may also apply during these peak periods.

### CANCELLATIONS

Should you need to cancel your booking, you will need to notify us in writing as soon as possible. We are happy to offer to transfer your booking to another date, subject to availability, with a minimum of 60 days’ notice. Cancellations after that time frame ie: 59 days from the date of the wedding, will incur a 50% cancellation fee. Cancellations made within two (2) weeks of Wedding date will result in loss of the complete payable amount.

Cancelling part of your order:

Cancellations of part of your order 90 days or less prior to the date of the function will incur a 50% cancellation fee of the total value of the order including GST of the portion that has been cancelled.

Postponing the wedding/function date:

Should you need to change the date or postpone the date of the wedding; you will need to inform us in writing. Should the “new” date be available, we will confirm with you in writing. Should the date not be available, you will forfeit your deposit.

Reducing /cancelling items on quote:

Upon accepting the estimate, you are accepting the items and agreeing to the value listed on the estimate as a Wedding package quote. Should you need to reduce or cancel items, we are happy to do so, we will provide you with new Wedding package quote which may result different itemize quote. No reductions can be made from 90 days prior to the event. Please also note that the final total may not be reduced by more than 10% of the original agreed upon estimate.



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### FLOWER SELECTIONS

Flouergardn provides a detailed estimate that outlines the type of flowers that will be used in your wedding flowers. We understand that in most cases you will see flower names you are not familiar with. We highly recommend that you make yourself familiar with the flowers outlined in your estimate. You can do this via Google or and we are happy to assist you with this process. It is the Client's responsibility to ensure that they are aware and happy with the flower breakdown before accepting the quote.

Where photos have been provided by the Client and Flouergardn, and inserted into the estimate – these images and flowers within the images are used as a guide only. Please be aware that a lot of web based images are edited and colour altered to make an attractive picture – not all the colors are a true reflection of what Mother Nature creates.

We do not replicate other florist's work exactly and as we are working with Mother Nature, we are not in control of seasonal changes or availability. Flouergardn will endeavor to reflect the style, colour and shape as detailed in the estimate and pictures to the best of our ability. It is important that the Client understands that individual flowers, bouquets and arrangements all vary to some degree. Their individuality is what makes them unique for you alone.

All attempts will be made in regards to colours and types of flowers and materials requested. However, please understand that flowers and other floral materials are seasonal and that prices may vary. We may use floral material that is imported from overseas and therefore can be unpredictable. Sometimes the items requested are not available. Substitutes will be similar (as close as possible) for flowers and floral materials, and if they are significantly different contact will be made with the Client to seek any further instructions.

Please note that Substitution decisions are sometimes required to be made quickly – due to air freight, supplier and transportation requirements. Flouergardn reserve the right to make substitution decisions based on the prior conversations and emails with the Client, and use our knowledge of the Client's overall theme and colour scheme to provide a substitution that maintains the overall look and style the client wishes.

Flouergardn also reserves the right to substitute a requested flower with another of similar design, colour and equal value, should circumstances beyond our control require so – and also if such products do not meet Flouergardn's high standards of product quality. Where measurements have been provided for bouquet and floral arrangements, this sizing is a guide only. Floral arrangements and bouquets are created using flowers that vary in size and shape throughout their natural season. This can affect the sizing of the products we provide, making bouquets and arrangements slightly smaller or larger.

Flouergardn accepts no responsibility for variations in size.

### SAMPLE OF FRESH FLOWERS OR EVERLASTING

We are happy to provide sample of flower types and colours, if necessary, at a fee which is to be confirmed at the time of the request. The client will be charge for full grower bunches as required to be purchased by us, including freight costs and GST. We will only provide this service after you have a confirmed booking with us. The purchase of the sample flowers should ideally be done at a time when the flowers used for your date as in season. This cost of the purchase of sample flowers does not include any "mock ups" or arrangements. Should you wish to have this done and price will be quoted in writing.

### HIRED ITEMS

All hired items, such as vases are the responsibility of the hirer from the point of delivery /pick up to the time the item is returned. Should any items be lost, damaged or stolen it is the responsibility of the Client to pay for the replacement. The cost will be charged at full retail replacement cost +GST +freight. Should our supplier have a minimum order value, then the Client is responsible for the full cost to ensure the damaged items are replaced. Payment is required within 48 hours of return date.

All hired items are to be returned clean, washed and in the original containers provided. In the event that Flouergardn hired items have been abandoned at the wedding venue and collection by Flouergardn is required, additional collection fees apply.

We require the credit card details of the Client as a security. If the hired items are not returned on the outlined date then we will contact the Client once in an attempt to have them returned. If the items are not returned within 48 hours from this attempt at contact – the full replacement value will be charged to the credit card provided. Please note that contact can be attempted by either phone or email. Leaving a message or sending a text constitutes as attempted contact.

All hired items are to be returned to Flouergardn washed and clean of candle wax – the Hirer will be given 24 hours to rectify or be charged a cleaning fee of \$50 per hour. If the items are returned by someone other than the Client – and they are returned unclean – the same rules will apply. It is the Client responsibility to ensure the terms and conditions are adhered to.



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### SUPPLYING YOUR OWN ITEMS / VASES

For clients wishing to supply their own ribbons for bouquets, the ribbon is to be delivered to us at least 2 week (14 days) prior to your wedding in a bag or envelope with your name and wedding date clearly marked.

Should you wish to supply your own vases – please ensure they are all clean and have all unwanted stickers and labels removed. Vases are to be delivered to Flouergardn at least 14 days prior to the wedding in a box that is clearly marked with your name and wedding date. If vases are dirty, have sticky labels attached etc. – Flouergardn will charge a \$5 per vase cleaning fee. Flouergardn also reserves the right to not use provided items if they do not reflect the high standards held by Flouergardn.

### DELIVERIES

Prices for multiple deliveries locations need to be discussed with Flouergardn. Delivery fees will be outlined in your estimate.

If your wedding is on a Sunday and you require delivery, we have an increased delivery rate to cover the additional staff wages and minimum 3 hours shift requirements. Please discuss this with your consultant so they can quote accordingly.

All bookings are different and typically, will be arranged on a case-by-case basis. As a general guide, deliveries are made prior to the photographer arriving to ensure they are available for “pre-wedding” pictures. You should allow 30 mins either side of the scheduled time for delays that may occur which are out of our control. The delivery details including addresses are confirmed 2 weeks prior to the wedding/function date. It is your responsibility to ensure we have the correct delivery details. In the event that there is no person available to receive the goods, the goods will be left in a safe place and we will contact you to advise where the goods have been left. If there is not safe place to leave the goods, they will be returned to our premises and you will need to arrange pick up of goods. We will decide whether or not it is safe. Should your goods need to be re-delivered, you will be required to pay another delivery fee prior to dispatch.

Approx. 14 days / 2 weeks prior to your wedding, you will be contacted to confirm your delivery times and location. You will need to provide us with a suitable address, timeframe and contact person and their phone number. Please note that the contact person you provide will be the person we seek at the time of delivery – this person will be responsible for signing documentation on your behalf agreeing that you are happy with the flowers, the style, freshness and all factors obtaining to the items delivered. Should you wish for this to only be you, please advise so. Should someone be appointed as our delivery contact person, they will be acting on your behalf and signing on your behalf.

### FOR DELIVERY TO VENUE

If we are delivering to a venue, the items will be delivered to the reception area. It is not our staff’s responsibility to find locations/ decorators or Function Managers. Please advise any of the applicable parties and arrange for the collection of items. Items will be delivery only and not set out unless specified in your estimate.

### FULL SERVICE AND INSTALLATION SET UPS:

The responsibility remains with the Client to seek permission on behalf of Flouergardn to complete any hanging, suspended or other uncommon floral installation at any venue. Flouergardn will not be held responsible or liable for any instances where work cannot be completed due to lack of permission or lack of safety at the venue.

It is the responsibility of the Client to liaise with both ceremony and reception venues regarding the construction of floral instillations and hired items that can cause damage such as open flame candles, stakes into the ground (grass) or hanging installments on existing beams and structures. We will set up and pick up as quoted and outlined to your specific destination if you have requested this in your consultation. Delivery times will need to be confirmed with the venue on the week of the wedding. Should the set-up time be outside our standard delivery times then an additional charge will apply.

We will require full access and appropriate working conditions in order to fulfil our order with you. You will need to inform your venue what you have employed us to do and also the time we require to set up on the day. Should we be denied access, be delayed by the venue or any other supplier on the day, be presented with unsafe or hazardous working conditions, we will have completed everything to the best of ability, however, in extreme circumstances, if we cannot complete the job, due to no fault of our own, we will leave the products at the venue. Should other last minute decisions be made due to any unpredicted circumstance, we will advise the venue manager and the issues relating to the decision. Flouergardn are not responsible for items once delivery has been completed.



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### PHOTOS

Flouergardn retain the right to photograph finished work which may be used in self-promotion and advertising. Flouergardn agree to hold off from posting any images to social media until after the wedding ceremony has begun. Photos taken by us of your arrangements remain our property.

Any photos provided to us will only be used by us & as permitted by you. All photos on Flouergardn website have the exclusive permission by its owner for use on Flouergardn website. Photographers credits will only be displayed when provided.

### PRIVACY

All your personal details are to be treated as confidential information and will not be disclosed under any circumstances to other parties, without your written authority.

### PAYMENT

Payment may be made in the form of EFT. Bank Account - BSB: 083-064 Acc No: 82 219 7439  
Please follow the following for direct deposit:

- \* Provide a deposit reference, please use this format - "Bride's Surname, Bride's given name". For examples "SMITH Elizabeth".
- \* Email a confirmation of your deposit to hello@flouergardn.com

Please be aware that payment received without a payment reference will be placed in a suspense account and will not be allocated to a client until such time as proof has been received to acknowledge owner of monies. Final/ full payment is required 30 days prior to event date. Flouergardn will not guarantee supply of floral materials if payment is received after this date. Only when final payment has cleared will flowers and/or materials will be ordered.

### OTHERS

Please note your acceptance of these terms and conditions is a requirement of making a booking. You agree and acknowledge that Flouergardn is not responsible or accountable for any personal injury or negligence resulting for the use of goods supplied to you, or on behalf of you. Flouergardn reserves the right to change these terms and conditions without notice.



