

MADE BY

Amelia Florence

FLORAL DESIGN KENT AND SUSSEX

Terms & Conditions of Confirmation for Wedding Flowers

By paying your deposit/booking fee you agree to be bound by the terms and conditions set out below. If you have any questions relating to these terms and conditions please don't hesitate to ask.

Booking Fee to Secure your Wedding Date

- 10% Booking Fee is required for confirmation of your wedding date.
- The full balance is due no later than 28 days prior the event date.
- If for any reason you decide to cancel your date the 10% Booking Fee is non-refundable, at any point you cancel the event after 28 days prior you will be charged 100% of the final balance.
- The Booking Fee is subtracted from the final balance wedding invoice.

Cancellation of Event Due to Covid-19/Coronavirus

- **I urge all clients to postpone the date rather than cancel.**
- **I will be more than willing to help accommodate new dates - please consult with available options to ensure an alternative date can be accommodated.**
- **Made by Amelia Florence will not cancel/postpone events/weddings, because it is a decision to be made by individual clients.**
- **New wedding dates need to be negotiated to ensure I can accommodate the necessary change of date.**
- **All 2021/2022 confirmed dates are available for transferring to new dates. New dates must be within a reasonable timescale and are not indefinite.**
- **The option to confirm two dates requires a second booking fee (fee deducted from final invoice). Non-refundable.**
- **Full payment is required 28 days prior to the date.**
- **14-7 days prior to your wedding/event the flowers are ordered, within this time if your date is unfortunately cancelled no refund will be given. I will notify you once I have ordered the flowers. The flowers will be made into bouquets and delivered to you.**

Estimate, Contract & Payment

- Estimates are valid for up to 14 days from date sent via email. The wedding date will only be reserved in the diary upon completion of a bank transfer for the requested Booking Fee.
- No binding contract will exist until you accept the estimate in writing/email and we have confirmed receipt of the Booking Fee.
- Prices may vary due to market fluctuation, however, no change in price will occur up to 5% after the final estimate has been confirmed by you. If the price of flowers increases dramatically by more than 5%, I will request an increase in budget. If the increase in the budget cannot be agreed, I may only supply flowers/floral arrangements up to the market value of the goods purchased in the 7-14 days prior to your wedding date. Made by Amelia Florence will endeavour to provide the very best quality and arrangements within a given budget. A reduction with items is the most likely option
- The final payment is due anytime and up to 28 days prior to the wedding date. In the event the client cancels, the balance is liable in full at 28 days of the event. Made by Amelia Florence will enforce legal action if a client fails to pay an invoice as agreed.
- In the event that you choose to reduce your items/budget (more than 15%) after you have agreed on a total, Made by Amelia Florence will charge an administration fee of £100 (+20% VAT)
- Professional integrity: Unless agreed Made by Amelia Florence will not supply flowers if the client/third party wants to provide a mixture of their own floral arrangements. Made by Amelia Florence may consider incorporating clients homegrown flowers into the designs arranged by florists at Made by Amelia Florence.

Extra Charges?

- A delivery/set-up/reuse/collection fee is always in addition to the retail value of the flowers purchased for your wedding and will be applied according to each individual contract. In some cases, there may not be such a fee if the flowers are collected by the customer/client.
- Items hired from Made by Amelia Florence will be collected the following day or otherwise agreed. All hired items must be returned undamaged or a replacement fee for the item will be charged accordingly.
- All fees will be clearly outlined in your estimate and final invoice/contract, ensuring no hidden fees.

Availability

- Fresh flowers are a living/natural product and there are occasions that a particular flower or specifically named variety may be unavailable or differ in colour/shade/tone according to the season. Whilst every effort is made to source the product sometimes we are unable to use a particular flower, in which case we reserve the right to use a similar flower in place of one previously chosen. All fresh flowers are subject to availability and stringent quality checks.

- Extreme weather conditions sometimes affect the availability of flowers and foliage. We will always do our very best to provide within our capabilities and alternatives will be sourced if necessary.
- Your flowers are ordered approx 7-14 days before your wedding date, after which Made by Amelia Florence cannot guarantee specific flowers.
- Made by Amelia Florence sources a mixture of flowers from the UK and Holland - for many reasons such as the widest choice of available flowers and affordability. Sometimes transportation can be affected if there are issues with borders
- UK grown flowers are limited but if available I endeavour to choose local rather than imported.

Cancellations by the Client

- Cancellations must be made in writing/email, and notification must be given as soon as possible. Cancellations made on or after 28 days before the wedding date will incur a charge of 100% of the wedding flowers order value.
- If for any reason the wedding is cancelled or altered at any point, special flowers or accessories purchases must be paid for.
- Booking Fee is non-refundable.
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Cancellation by Made by Amelia Florence

- In the event as a last resort due to any unforeseen circumstances that I cancel your contract, no compensation is awarded, other than refunding the Booking Fee and any additional payments that a client has transferred to Made by Amelia Florence. Please ensure you have adequate wedding insurance.
- Made by Amelia Florence will endeavour to ensure your event is successfully arranged by one of my approved florists.

Responsibility & Privacy

- We are not responsible for injuries or damages sustained as a result of broken glass or materials while the floral items and sundries are in your care post handover at set-up time and date. Liability is limited to replacement of supplied goods and no responsibility will be accepted for any consequential loss.
- When you place an order with Made by Amelia Florence or make an online enquiry we gather certain information which you submit, including an email 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.

Photographs

- Made by Amelia Florence reserves the right to take photographs of flowers and the set up prior to the wedding which may be used for promotional purposes.