



## **Terms and Conditions of Wedding/Event Flowers**

### **Name**

### **Date of Wedding**

### **Venue**

### **Deposit**

To confirm your wedding booking we ask for a £50.00 deposit, which will be deducted from your final bill. Should you decide to cancel your booking for any reason this deposit is not refundable.

### **Payment**

Final payment is due 2 weeks before the wedding date.

Estimates are given in good faith and can only be used as a guide to budgeting. Market prices for flowers and foliage do fluctuate and the final invoice may vary as a result. Staff costs will depend on the final order.

### **Flowers**

We love the creative process of listening to your ideas and turning them into a reality for your special day. Through this design process we will discuss the event commissioner's requirements and ideas, often using pictures to describe different styles and looks. We always endeavour that your flowers not only meet your needs and expectations but exceed them. However, we cannot account for any last minute changes of mind or miscommunications.

When specifically choosing seasonal locally grown/British flowers for your wedding we will use the best blooms in our fields. On any occasion when a specified variety is not available, we will source flowers from other British growers, or substitute for a suitable alternative in terms of colour, quality and style. Please note that by requesting specific varieties of flowers this will increase the cost of your order in order that we can guarantee, to the best of our abilities, these specific flowers.

Whilst we agree to use our reasonable endeavours to ensure that the Delamere Flower Farm's service is fully operational and error-free we cannot guarantee this. Acts of God, sudden ill health and adverse weather conditions may affect our ability to deliver the Delamere Flower Farm product or service. However, in cases of adverse weather we will remain in contact with the event commissioner in the lead up to the event and we will discuss a contingency plan with the event commissioner. We have contingency plans for such occasions of sudden ill health. If Alice Taylor of Delamere Flower Farm is unable to personally complete or deliver your event, then this will be completed by a member of our team or outsourced accordingly. Ultimately, we can accept no responsibility for Acts of God, sudden ill health or adverse weather conditions and if we are prevented from providing the Delamere Flower Farm service or product as agreed, then we can only offer a refund of full monies paid.



Delamere Flower Farm accept no responsibility for failure to collect, wear or use any arrangements for specific use by the bridal party, i.e buttonholes or bouquets, once they have been left by our team at the relevant- and pre-agreed- venue. Any oversight to correctly collect and, for example, pin on buttonholes on behalf of the wedding party as a whole, or by an individual, remains the responsibility of said wedding party and/ or individual.

Delamere Flower Farm accepts no responsibility for any damage caused by flames or lit candles at an event once we have left the site. Whilst Delamere Flower Farm provide candles and candle vessels, it is usually the caterer and/or venue staff who light them and we will not therefore be held accountable for any damage caused by them.

**Equipment Hire (including flower buckets)**

We ask that flower buckets are returned to us, as best as possible, as we like to reuse these to reduce waste. We therefore charge a refundable £10 deposit in the final invoice on all flower bucket orders which is redeemable when buckets are returned.

If it is agreed that containers are to be hired from us, the hire cost will be included in the cost of the design. All containers must be returned to Delamere Flower Farm within 7 days of the event.

Delamere Flower Farm reserves the right to ask for an additional deposit on hired items which is fully refundable subject to all hired items being returned to our address within the given time and in good condition. Delamere Flower Farm also reserves the right to invoice additional costs incurred for collection if the hired items are not returned within 7 days of the event. Final payment of outstanding charges must be made within 7 days.

**Claims**

Any claims are to be made within 48 hours. Failure to notify Delamere Flower Farm of any claim will be deemed as acceptance of the flower order. Any liability is up to the cost of the contract only.

**Please return a signed copy of this form to the address below to confirm that you are in agreement with these terms, enclosing the non-refundable deposit (payment details on request)**

Signed by Customer.....Date.....  
Address.....  
Contact number.....

Mrs AR Taylor and can be sent to Delamere Flower Farm, Tangmere, Breech Moss Lane, Norley, Nr Frodsham, CHESHIRE WA6 8LR