

Terms & conditions

By paying your deposit you are agreeing to the following:

Booking in deposits are non-refundable, we are happy to transfer deposits (where possible) if you are altering your wedding date.

Balances

Balances are due 4 weeks before your wedding. Failure to pay your balance on time will result in extra charges being applied to your booking. (10% of the balance per week) We also reserve the right to cancel your booking with us if we do not receive your balance on time. You will forfeit your deposit and we will proceed legally to recover your balance.

Cancellations

Cancellation of your wedding within 20 weeks of your wedding date will require full & final payment.

Cancellation of your wedding 30-20 weeks before your wedding date will require ½ your balance to be paid.

Cancellation from your booking date – 30 weeks before your wedding date will forfeit your deposit only.

Any cancellations will ONLY be accepted In writing & signed by the bride or groom.

Should you fail to adhere to this cancelation policy we will proceed legally to recover outstanding balances.

Reductions

You cannot reduce the value of your wedding order (as per your booking sheet) by any more than 10%

You cannot lessen the value of your wedding order at all within 20 weeks of your wedding date.

Fresh Flowers

As fresh flowers are perishable and seasonal we reserve the right to substitute any flowers we cannot source or any we do not see fit to use.

Venues

We request that your venue is ready for us to arrive at the time we agree beforehand with them. If we have finished but cant complete some tasks because your venue is not fully ready (ie – still has not set up tables or still undressing from a previous wedding) we will wait to no longer than 20 minutes, after this we will ask the venue to complete. If we have to return to finish through no fault of our own you will be charged.

We will liaise with your wedding venue to check delivery & collection timings and extra access availability a few days before your wedding.

During peak wedding season we can start the dressing of venues from 4am.

Hire Items

If any of our hire items are broken beyond repair before your wedding, we will always endeavour to replace or source a similar product. If for any reason we can not we will refund you immediately for the item. There will be no further compensation.

We ask that our hire items are treated with respect whilst at your wedding. Drinks should not be placed on any hire items. We will not be held responsible for any accidents that occur because of guests/venues acting irresponsibly in regards to hire items. (climbing on them, rearranging letters, going behind backdrops, placing drinks on items, acting generally irresponsible and so forth...)

All hire items remain the property of Mrs bouquets floristry & event styling, once we leave the premise you are responsible for them. If our items are damaged whilst at your wedding you are liable to pay for these damages/breakages. Regardless of who was at fault. We will inform you immediately and you will have 7 days to pay in full. If you do not pay the invoice we will seek to recover the monies owed by starting legal proceedings.

Complaints

This contract is between us (Mrs bouquets floristry & event styling) and yourselves (the bride and groom) it shall be governed only by the courts of law in England. Any disputes will be resolved exclusively in the courts of England. We operate a complaints procedure. Complaints must be received within 24hrs. Your complaint should always be addressed to georgina@mrsbouquets.com

Legal Proceedings

Should we have to proceed legally to recover any monies from yourselves you will be liable to pay our costs of doing so. Including our solicitors' fees, our time, our travel expenses and any court fees.

Should we loose revenue from a hire item because of damage caused at your wedding you will also be liable to pay this.

We reserve the rights to change our terms and conditions

Signed: _____

Print: _____

Date: _____

Wedding date: _____

Wedding venue: _____

Signed by Mrs Bouquets Floristry & Event Styling: _____

Mrs bouquets floristry & event styling, 106 upper commercial street, Batley, Wf17 5dp - 07342173179