

Terms & Conditions

Consultations

Stylish Flowers & Weddings offers a 1 hour free consultation where all styling (floral & décor) details of your wedding/event will be discussed. At this consultation, all floral & decorative items for your wedding/event such as: theme, colour scheme, flower types & availability, delivery, booking and payment will be discussed in detail, followed by professional advice catered to your specific needs. After the initial consultation, a detailed & itemised quotation, in accordance with the details discussed at the consultation, will be prepared and emailed to you.

Bookings

Upon decision to proceed with the quotation provided, a **non-refundable** booking fee of 20% of the total of the order is required in order to secure your booking. Please note that no booking is confirmed until payment has been received. You agree to all the items as listed on the quotation.

Cancellations

Client Cancellations

In the event that you need to cancel the date of your booking, notification in writing must be provided as soon as possible. Stylish Flowers & Weddings are happy to transfer your booking to another date, subject to availability, provided that a minimum of 2 months' notice is provided. Should the "new" date be available, Stylish Flowers & Weddings will confirm it with you in writing. If, however, the "new" date will not be available, the booking fee will be forfeited. Cancellations within 2 months of the date of the wedding/event will incur a 50% cancellation fee, whereas, cancellations 3 weeks or less prior to your wedding/event will require to be paid in full by the due date.

Stylish Flowers & Weddings Cancellations

In the extreme and unlikely event that Stylish Flowers & Weddings may need to cancel your booking, or is unable to fulfill your order due to reasons such as: illness, injury, accident or any other circumstance, Stylish Flowers & Weddings will inform you in writing, and immediately provide a refund of any amounts paid.

Confirmation

All orders must be confirmed 3 weeks prior to the date of the wedding/event. Please note that Stylish Flowers & Weddings do not take any responsibility for any error or omissions once the order has been confirmed.

Mock-ups

Once you have booked our services, Stylish Flowers & Weddings are happy to do a mock-up of any particular design at your specific request. Mock-ups are done on our premises at the agreed time, and for the agreed fee which is payable 3 days prior to the day of mock-up.

Substitution Policy

Stylish Flowers & Weddings cannot control seasonal changes or availability, however, every effort will be put in providing you with the agreed items. In the event that certain changes or substitutions are required, Stylish Flowers & Weddings will advise you as soon as possible of the most suitable substitutions, and ensure that it is of good quality and equal value. Please note that some flowers are imported from overseas countries and therefore can be unpredictable.

Changes

Stylish Flowers & Weddings accept minor changes to your order up to 3 weeks prior to the wedding/event date. Please note that any changes must be done in writing.

Delivery

Stylish Flowers & Weddings will deliver and set-up at all destinations quoted. Please note that all delivery times and addresses must be confirmed the week of the wedding/event date, as we do not take any responsibility for failure to advise correctly. We always aim to be on time, however, please allow 30 mins past the scheduled time for any unforeseen circumstances that may occur.

Please note that ALL bridal flowers must be received by an adult at the nominated address. Stylish Flowers & Weddings will not leave any bridal flowers outside the premises. Additionally, if the property requires access (i.e. gated property), we must be informed prior and access provided at the confirmed time.

Please ensure that delivery, set-up and pick-up times are all confirmed with the venue the week of the wedding/event. In the unlikely event that Stylish Flowers & Weddings are presented with unsafe or hazardous working conditions, denied access or delayed either by the venue or other suppliers on the day (due to no fault of our own), we will endeavour to complete everything to the best of our ability. Please be advised that in such unforeseen circumstances we may need to make some last minute decisions to ensure the best and safest alternative available on the day will be employed.

Items lost or damaged

Stylish Flowers & Weddings will not accept liability in the event that your goods are lost or damaged after delivery.

Hired items

Please note that ALL hired items as outlined in the quotation/order are the responsibility of the hirer from the point of delivery to the time of pickup/return. In the event that any items are lost, damaged or stolen, the hirer is liable to pay for the replacement retail cost of any of those items. Stylish Flowers & Weddings will advise you within 24 hours of pickup/return if that is the case. Please note that your credit card details will be required for this purpose.

Privacy

Stylish Flowers & Weddings advise that all your personal details are treated as confidential information, and thus will not be disclosed under any circumstances to other parties, unless written authority is given.

Payments

Payments may be made either in the form of cash or bank transfer to Stylish Flowers & Weddings' nominated bank account. Please note that ALL payments must be received before items can be delivered.

Other

By signing these terms & conditions, you agree and acknowledge that Stylish Flowers & Weddings is not responsible or accountable for any personal injury or negligence that may result from use of any floral or decorative items supplied to you, or on behalf of you, as well as any damage or unforeseen occurrence that may arise.

Stylish Flowers & Weddings reserves the right to modify these Terms and Conditions without notice, with the latest version overriding any prior Terms and Conditions.

Should you wish to proceed with the booking, and agree with the above terms and conditions, please sign and return along with payment of the booking fee.

Signature:

Date:

Name: