

Bluebells of Alfreton



Wedding Flowers Terms and Conditions

Thank you for considering us to provide your wedding flowers. Please read through the following terms and conditions carefully before completing your booking with us. Receipt of your booking fee, whether part of a full-balance payment or as a stand-alone payment, constitutes your agreement to all parts of this document.

PROVIDING THE PRODUCTS

Your flowers are pre-ordered up to one month before your wedding day. As such, you have up until one calendar month prior to the wedding date to discuss any changes you may wish to make to your order.

Within the one month time frame, your flowers will have been ordered from our supplier, so any major changes are not possible. You may be able to request extra flowers if they (or a suitable alternative) are available from our supplier. If you wish to remove any items within a month of your date this will not result in a reduction of price or a refund. We can add the surplus flowers into your wedding, make an alternative floral arrangement, or issue you with credit to use on flowers from our shop at a later time.

All fresh flowers and foliage are subject to availability and high-quality assessment before being used within your wedding flowers. If a flower is unavailable, we reserve the right to use similar flowers of the same quality and value.

CHANGES

We reserve the right to make an admin charge of £50 for a complete redesign, and a £50 charge for each further face to face consultation once your order is placed.

There are no charges for additional emails, messages, or telephone calls (within reason) regarding your wedding booking.

We want you to be comfortable with the ordering process and happy with your wedding flowers, so we encourage you to ask any questions you may have as early as possible so we can manage (and hopefully exceed) your expectations.

Bluebells of Alfreton



Wedding Flowers Terms and Conditions

PAYMENTS

A non-refundable fifty pounds (£50) booking fee (£20 for the Basic Package) is required within 14 days of your consultation to secure our services for your date and confirms the services to be provided. The booking fee is payable by cash/card at the shop, or by bank transfer to the bank account below. You will be given a receipt or sent a confirmation once this has been paid. If you do not pay the booking fee within the time specified, it will be understood that you do not wish to proceed with your order and your date will be released. If you paid any monies up front before receiving these terms and conditions and do not agree to them you have 14 days from payment to inform us for a full refund.

The full outstanding balance of your order is payable 1 month prior to the event and can be made by cash or card at the shop, or bank transfer to:
Santander Business Bank

Sort code: 09-01-50 Account number: 06075762

Please use your name as the reference.

CANCELLATIONS

Cancellation charges:

From booking until 6 months prior to event = loss of booking fee

3-6 months prior to event = 50% of balance and full booking fee

1-3 months = 75% of balance and full booking fee

Within 1 month = 100% of total

Any refunds due will only be made to the original source of payment.

Cancellation Insurance:

We strongly recommend that you seek wedding cancellation insurance from a reputable provider in order to cover any losses you may incur due to circumstances beyond your control.

FRUSTRATION TO CONTRACT AND LIABILITY

Bluebells of Alfreton, or any agents acting on it's behalf, shall not be liable to the Client if it is prevented from carrying out any or all of its obligations by circumstances beyond its reasonable control, including government intervention, strikes, labour disputes, accidents, acts of God, pandemics, national or local disasters, war, or any event causing the whole or a substantial part of the Florist business to be closed to the public.

Bluebells of Alfreton



Wedding Flowers Terms and Conditions

DELIVERY

Quotations include any associated delivery and set up charges in one agreed location unless specified in your original quotation, and collection of any hired props, vases or sundries if applicable.

Ceremony or venue flower arrangements will not be moved or collected by us unless otherwise agreed, and the appropriate charge paid. We reserve the right to make an additional charge if there is a significant change to the agreed distance. Delivery/collection to/from multiple locations are charged at £25 per additional address.

The floral products will be your responsibility from the time we deliver them to the address(es) you gave us, or you collect them from us. Photographs are taken by us prior to delivery/collection, and upon them being left in situ at a venue, in order to show the condition as they left our responsibility.

If you have any issues with the quality of your floral arrangements after collection/delivery, please inform us as soon as possible so we can do our best to rectify the situation on 07708450617 providing as much photographic evidence as possible.

Bluebells of Alfreton cannot be held responsible for non-delivery in extreme weather or acts beyond our control.

PUBLICATION

We reserve the right to photograph and reproduce pictures of our work for marketing purposes. If you do not want us to use pictures of your flowers, please let us know at the time of booking.

We would absolutely love to be tagged in any photos of your celebration on social media, or to be sent pictures after the event by email in order to have 'real life' wedding inspiration for future brides and grooms.

We look forward to working with you and providing you with beautiful flowers for your special day.