

WILDFLOWER & WILLOW

EVENT TERMS & CONDITIONS

1. Products and Services

1.1 All Wildflower & Willow products are subject to availability. In the event of any supply difficulties, we reserve the right to substitute a previously agreed ingredient of a design of equivalent value and quality without notice. This includes specific flowers/plants and sundries such as vases/pots/display articles that may not be available. I would stress that flowers and plant material are natural products and colours may differ/be unavailable to those agreed but we will always make every effort to source products accordingly and maintain the agreed aesthetic.

1.2 In the event that Wildflower & Willow are unable to supply product, service or any substitute product or service to you at all, we shall notify you as soon as is reasonably possible and shall reimburse your payment in full. See 6.1.

1.3 All in person consultations will be made by appointment only. The initial consultation is complimentary. Once your event date is booked, Wildflower & Willow is available for contact by phone and email at any stage to answer any questions and queries you may have. Bar the venue visit, additional consultations in person may be chargeable to cover time and travel.

2. Prices and Payment

2.1 A non-refundable booking fee of 50% of the agreed budget will be required to book Wildflower & Willow's services. The booking fee is non-refundable, even if the date is changed, the event cancelled for any reason, or you decide to engage an alternative supplier. It is applied towards the contracted flowers and is deducted from the final invoice.

2.2 Prices listed within the estimate will remain valid for 4 weeks from the date sent to you. Should the ingredients or components for the intended final design of the product or service rise significantly we shall notify you, as soon as reasonably possible. This includes any price changes as a result of the Coronavirus pandemic and Brexit.

2.3 Any changes to requirements will be brought together at a meeting, via email or on the phone approximately six weeks ahead of the event, when all additional ideas and revisions can be addressed. Amendments can be made but should not fall below 70% of the total budget or estimate or else, Wildflower & Willow reserves the right to withdraw from the contract – in this instance the booking fee will be retained. The final invoice for your flowers will be issued to you once this final order has been confirmed.



WILDFLOWER & WILLOW

2.4 Full payment for the product or service must be received prior to the event, and no less than 4 weeks before. Wildflower & Willow reserves the right to cancel any flowers, if payment is not made by this date. We are not obliged to offer any compensation for inconvenience caused.

2.5 Once flowers have been confirmed, any subsequent changes made to an event order must be submitted in writing by the client or appointed acting party. Wildflower & Willow may order your flowers approximately ten to fourteen days before your event date, dependent on type of flowers chosen. You will not be allowed to make any significant changes after the order has been placed without additional fees but we will try to make small changes where possible to accommodate your needs.

3. Delivery, Set up and Breakdown

3.1 Wildflower & Willow will personally deliver and set up your flowers unless otherwise agreed. For large events, trusted assistants may be brought in to ensure smooth and timely set up.

3.2 The flowers will be delivered or set up at a time previously agreed. If for any reason we are not able to meet the delivery or set up time, you, or an appointed contact person will be notified as soon as feasibly possible.

3.3 Incorrect personal details may lead to problems or delays in delivery, so before the event, please ensure that you have provided full address and telephone details, including accurate postcode of the venue or agreed recipient and a contact telephone number or email address so that we can notify you in the event that any delivery problems are encountered.

3.4 Wildflower & Willow accept no responsibility for any damage caused by flames or lit candles at an event once we have left the venue. Whilst Wildflower & Willow can provide candles and candle vessels, it is usually the caterer and/or venue staff that light them and we will not therefore be held accountable for any damage caused by them.

3.5. Wildflower & Willow accepts no responsibility for failure to collect, wear or use any arrangements specified for certain people, i.e. buttonholes or bouquets, once they have been delivered 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 party and/ or individual.

3.6. We are happy to add cake flowers to the cake but take no responsibility for any damage to icing. Where possible, this will always be discussed with the baker chosen.



WILDFLOWER & WILLOW

3.7 Wildflower & Willow requires that we are the sole provider of floral arrangements and/or fresh flowers and foliage décor, including any artificial florals. This is non-negotiable. If you wish to add your own arrangements, this must be discussed in advance.

3.8 Should arrangements need to be moved by Wildflower & Willow between locations after the ceremony, a flat fee of £70 will be charged or taken from the budget. This will increase to £100 should items need to be moved between venues e.g. Church to Reception.

3.9 After the event, removal of all flowers from the venue and return of hire items to Wildflower & Willow is the responsibility of the client unless otherwise agreed. Wildflower & Willow will return to the venue for removal of larger installations and will therefore collect other items in these cases. Fees to cover time and travel for this will be included within the previously agreed fees for the event/arrangement.

4. Photography

4.1 Wildflower & Willow kindly requests that the full gallery of images is shared following receipt from the professional photographer. Not only do we love to be a part of and see your day, we also love to show it off to others! We will respect your right to not include particular images upon request.

5. Cancellation of Event

5.1 Cancellation of the Wildflower & Willow products or service must be notified as soon as reasonably possible. Any booking fee paid will be retained regardless of the circumstances of the cancellation. Please see below for timescales and refund amounts.

9 months or more before event date: Booking fee retained, no further payment required.

6-8 months before event date: Booking fee retained, and an admin fee of £200 required.

3-5 months before event date: Booking fee retained, and 50% of remaining amount payable.

4 weeks-3 months before event date: Booking fee retained, and 75% of remaining amount payable

4 weeks up to event date: Booking fee retained, and full amount payable.

5.2 Moving an event date for any reason will be considered as a cancellation and subsequent new booking and so the above terms will also apply. New dates will be subject to availability and not guaranteed.

5.3 We strongly recommend that you seek cancellation insurance from a reputable provider in order to cover any loss of booking fee or incurred cancellation fees should you need to cancel or move your event date.



WILDFLOWER & WILLOW

6. Complaints about the Wildflower & Willow Product or Service

6.1 In the event that you are not satisfied with the Wildflower & Willow product or service, any complaints should be addressed in the first instance, and within 24 hours of the delivery date, along with photographic evidence to info@wildflowerandwillow.co.uk.

6.2 Because of the perishable nature of our products, you or the appointed contact person will be advised upon delivery how to store/care for your product and we ask that you fulfill this. Usually, the instruction will be to keep the product in a cool place, away from draft, heat or strong fumes and, if a bridal bouquet, in its water source, tissue paper or gift bag until usage.

7. Disclaimer- Ill health, Acts of God or Adverse Weather Conditions

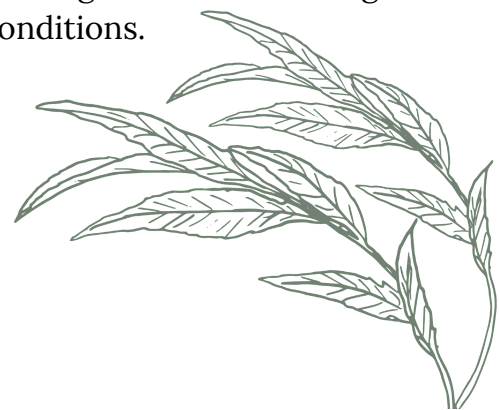
7.1 Whilst we agree to do all we can to ensure that the Wildflower & Willow service is fully operational and error-free, we cannot guarantee this. Acts of God, sudden ill health or adverse weather conditions may affect our ability to deliver the Wildflower & Willow product or service. However, in cases of adverse weather we will remain in contact in the lead up to the event. If Wildflower & Willow is unable to personally complete or deliver your event flowers, then we will do our best to outsource accordingly but again, this cannot be guaranteed as it will be dependent on availability of alternatives.

8. Props, Styling and Décor

8.1 Items hired or borrowed from Wildflower & Willow (such as vases, containers, props) shall at all times remain the property of Wildflower & Willow. You are responsible for the goods during the hire period from the time of delivery until the goods are accepted back into the possession of Wildflower & Willow. All items must be returned to Wildflower & Willow by the client unless otherwise agreed for collection, in the condition they were delivered or a replacement fee for the item will be charged. The hire period for all goods supplied by Wildflower & Willow will be variable and agreed prior to event day, along with details for return/collection. As noted in section 3.9, unless otherwise agreed, return of hired sundries is the responsibility of the client.

9. General

9.1 We reserve the right to supplement and amend the Terms and Conditions from time to time. We will inform you of any changes to the Wildflower & Willow terms and conditions. As stated above, the act of paying a booking fee confirms you are proceeding with the booking and entering into a contract and therefore agree to these Terms and Conditions.



WILDFLOWER & WILLOW

9.2 Additionally, we reserve the right to suspend, restrict or terminate Wildflower & Willow products or services for any reason at any time.

9.3 You agree to receive email marketing from the Wildflower & Willow from time to time. You will be provided with the option to unsubscribe at any time and Wildflower & Willow will not refer, sell, or otherwise provide your contact details to any other party.

