



# OLIVARA BLOOMS

## TERMS AND CONDITIONS

### 1. Scope of Services:

- The wedding florist - Olivara Blooms - agrees to provide floral design and arrangement services for the client's event.
- Services may include but are not limited to consultation, design conceptualisation, flower sourcing, arrangement creation, delivery, and setup at the event venue.

### 2. Consultation and Design:

- The Florist will schedule consultations with the client to discuss preferences, themes, colours, and any other relevant details for the floral arrangements.
- Design concepts and arrangements will be presented to the client, as required, for approval prior to the event.

### 3. Pricing and Payment:

- A detailed pricing breakdown will be provided to the client based on the agreed-upon floral design and services.
- To confirm a booking, a signed contract and a non-refundable deposit of £100 is required. The deposit is fully redeemable from final invoice.
- The booking is only secured once the deposit has been received and the contract has been signed
- 50% of the final payment is needed to 6 months before the wedding. Should cancellation occur, the initial deposit is non-refundable. If cancellation occurs up to 120 days before the wedding or event, or agreed collection date (which ever comes first), 50% of payments made is refundable, or the date of the booking can be moved should we have no other bookings on that day.
- Final payment + any additional rental deposit (if decor or rental flowers are included in the booking) is due one month before the event date or the collection of flowers, which ever date comes first.
- If the Client fails to make the final payment by the due date, the Florist reserves the right to cancel the order.

### 4. Travel Charges - if applicable:

- This will be calculated on a bespoke basis for each booking depending on the location.
- 20 miles of travel are included on the day of event to and from the venue. Any mileage after the first 10 miles from Edwinstowe, will be charged at 0.45p per mile. An additional £10 will be added to the invoice for any journeys totalling 1.5hrs or more, with an additional £10 for every 30mins thereafter. Both journeys to and from your venue are chargeable.

### 5. Rental/ Returnable Items:

- To ensure we can offer the highest quality blooms and luxury arrangements at an affordable price, some of our flowers and arrangements are offered on a rental basis.
- All rental arrangements will be delivered on the morning of the wedding/ event, or at an alternative date agreed by the client and Olivara Blooms.
- Rental items should be returned with all of the hired blooms accounted for and in excellent condition. Normal wear and tear is expected.
- Rental items can be collected from the venue by Olivara Blooms, or posted back to Olivara Blooms, using DHL in appropriately sized boxes marked 'Fragile' (approx. cost is £11 for up to 20kg).
- Rental items can be purchased after the event should you wish to keep the blooms - pricing available on request.
- Damaged items, which cannot be reused or items that are missing from the original item, are chargeable at cost price of making the item. All deductions will be communicated with the client.



# OLIVARA BLOOMS

## TERMS AND CONDITIONS

### 5. Flower Substitutions:

- The Florist reserves the right to substitute flowers of equal or greater value in the event of unavailability or poor quality of specific blooms.
- Reasonable efforts will be made to inform the client of any substitutions in advance.

### 6. Delivery and Setup - if applicable:

- The Florist will coordinate delivery and setup of floral arrangements at the designated event venue and time.
- The client must ensure access to the venue for delivery and setup.
- £50 fee will be added for drop off and delivery of faux arrangements, and £100 for fresh florals.

### 7. Liability:

- The Florist is not liable for damages or injuries resulting from the use or handling of floral arrangements after delivery and setup.
- The client assumes responsibility for ensuring the safety and proper handling of floral arrangements during the Event.

### 8. Force Majeure:

- The Florist shall not be liable for any failure or delay in performance due to circumstances beyond their reasonable control, including but not limited to acts of God, natural disasters, war, or government regulations

### 9. Sickness or emergency circumstances:

- The Florist will inform the client should they be sick or unable to service the event due to emergency circumstances as soon as possible. The florist will make their best endeavours to book another trained florist to service the booking.


*By signing below, both parties agree to these Terms and Conditions.*

**Client's Name:** \_\_\_\_\_

**Client's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Florist's Name:** Georgina Vickers

**Florist's Signature:** 

**Date:** 3.1.2024

