



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.
- All bookings include three client consultations - one to discuss initial ideas and to quote for your event, one 6 months before the event date, and one 4-6 weeks before your event to discuss final details. The final meeting will be conducted via phone/ Zoom.
- Pricing and bookings do not include mockups - these can be added to your quote for an additional fee.

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.
- Due to the seasonal nature of fresh flowers and variable availability, we cannot guarantee a particular flower variety. Should we not be able to source any specific variety we will substitute a flower of a similar variety and colour.

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 terms and conditions agreement and a non-refundable deposit of £150 is required, or 10% of the final balance if the wedding should the value of your booking be over £3,000, or is less than 6 months away from the time of booking. The deposit is fully redeemable from the final invoice.
- The booking is only secured once the deposit has been received and the T+C's have been signed by both parties.
- 50% of the final payment is required to be paid 6 months before the event date. Should cancellation occur before this date, the initial deposit is non-refundable as this will cover consultation and admin charges. If cancellation occurs up to 150 days before the wedding or event, or agreed collection date (which ever comes first), 50% of payments made up to this point are refundable, or the date of the booking can be moved should the florist have no other bookings on the date the client requests to move the services too.
- If cancellation occurs with 150 days of the wedding date, no refund of any monies paid is available.
- For us to set up and pack down your event, there is a minimum spend of £500 within a 20 mile radius, and £1000 for events outside of 20 miles from Kneesall.
- Final payment and 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 dates, the Florist reserves the right to cancel the order.
- After 6 months before the wedding date has passed, quotes are only able to be reduced by 10%. No items can be removed within 3 months of the wedding date. Additions can be made at any time.

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, and the day after to and from the venue. Any mileage after the first 20 miles from Kneesall, will be charged at 0.45p per mile + £20 per additional hour of travel time per florist. Both journeys to and from your venue are chargeable.

5. Rental/ Returnable Items:

- All rental arrangements and styling items will be delivered on the morning of the wedding/ event, or at an alternative date agreed by the client and Olivara Blooms. These will be collected the morning after the event, or on an alternative date agreed with the client.
- Rental items should be returned with all of the hired items accounted for and in excellent condition. Normal wear and tear is expected.

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-A refundable deposit is required to rent items from us. This is calculated on a quote by quote basis, depending on the amount of rental items being used. Deposits will be refunded within 10 days of the collection of the items.

-Damaged and broken items, or items that are missing upon collection, are chargeable at the price that the item was rented to the client at on their final invoice. All deductions will be communicated with the client before the deposit is returned.

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.

- A fee will be added to invoices for delivery, or for drop off, styling and collection of arrangements and styling items. This is calculated on a quote by quote basis and will depend on the amount/ size of arrangements and styling items. This price may change if more items are added to a quote.

- If florists are required to stay on site to move items, an hourly fee will be agreed at the quotation stage.

7. Liability:

- The Florist is not liable for damages or injuries resulting from the use or handling of floral arrangements, styling pieces and installations 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 freelancers to service the booking. If the florist is unable to find another florist to fulfil the event booking, all monies will be refunded.

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

Client's Name: _____

Client's Signature: _____

Date: _____

Florist's Name: **Georgina Vickers-Hill**

Florist's Signature: *Georgina Vickers-Hill*

Date: 22.3.2026

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