



## Quote Acceptance / Terms & Conditions

Your quote for wedding flowers from That Little Flower Shop is valid for 30 days. This timeframe is determined by the date stamp on the quote attached. On the date that you receive your wedding flower quote, your wedding date is available for booking. Please be aware that bookings quickly fill up, especially at peak seasons. We request that you email or phone to ensure your date is still available before payment of your deposit. We accept no responsibility if you have a valid quote and wish to book, but your date has become booked out. Bookings will not be held without a deposit. A 10% nonrefundable deposit is required to secure your date. By paying the non-refundable deposit you are: accepting the quote, agreeing to the items listed on the quotation and are accepting our terms and conditions. The deposit is credited toward the balance of your wedding flowers. The remaining balance is required in full, 30 days prior to your wedding date. Should a quote be requested 6 weeks or under from the event date - Full payment will be required upfront to secure the booking.

### The Quote Process

After booking, you are entitled to a free consultation with That Little Flower Shop with one of our qualified staff; at which time they will discuss with you in detail all the floral requirements for your wedding/function. This is an in depth consultation where all the items required for your wedding are discussed including colour themes, style, delivery, booking and payment, they will provide you with professional advice and opinions during this time. During your consultation we welcome any pictures, colour's, mood boards, and fabric samples – anything you have and would like to bring to help us gain a clear understanding of the style of your wedding. You are more than welcome to email at anytime with any changes or queries you may have. A final appointment/consultation can be made between 4 - 6 weeks prior to the event date, should one be required. If charges are applicable, they will be added to the final costing.

### Consultation Amendments

#### Amendments

You may make amendments to your order at any time before 4 weeks prior to your wedding date. All amendments may only be made by the Bride or Groom.

## Cancellation

Cancellation of the wedding/function date: Should you need to cancel your booking, you will need to notify us in writing as soon as possible. We are happy to offer to transfer your booking to another date, subject to availability, with a minimum of 60 days' notice. Cancellations after that time frame ie: 60 days from the date of the wedding, will incur a 50% cancellation fee. Cancellations 2 weeks prior to the wedding date are required to be paid in full by the due date. No monies paid will be refunded.

## Cancelling part of your order

Upon accepting the estimate, you are accepting the items and agreeing to the value listed on the estimate. Should you need to reduce or cancel items, we are happy to do so, However, no reductions can be made from 30 days prior to the event. Please also note that the final total may not be reduced by more than 50% of the original agreed upon estimate.

## Postponing the wedding/function date

Should you need to change the date or postpone the date of the wedding; you will need to inform us in writing. Should the "new" date be available, we will confirm with you in writing. Should the date not be available, you will forfeit your deposit.

## Amendments Flower selection

That Little Flower Shop provides a detailed estimate that outlines the type of flowers that will be used in your wedding flowers. That Little Flower Shop will endeavor to reflect the style, colour and shape as detailed in the estimate and pictures to the best of our ability. It is important that the Client understands that individual flowers, bouquets and arrangements all vary to some degree. Their individuality is what makes them unique for you alone. All attempts will be made to provide the colours and types of flowers and materials requested. However, please understand that flowers and other floral materials are SEASONAL and that seasons vary. Sometimes the items requested are NOT available. Substitutes will be similar (as close as possible) for flowers and floral materials, and if they are significantly different contact will be made with the bride to seek any further instructions.

Where photos have been provided by the client, and inserted into the estimate – these images and flowers within the images are used as a guide only. Please be aware that a lot of web based images are edited and colour altered to make an attractive picture – not all the colours are a true reflection of what occurs in nature. We do not replicate other florist's work exactly and as we are working with nature, we are not in control of seasonal changes or availability.

Please note that a lot of floral material is imported from overseas countries and therefore can be unpredictable. Substitution decisions are sometimes required to be made quickly – due to air freight, supplier

and transportation requirements. That Little Flower Shop reserve the right to make substitution decisions based on the prior conversations and emails with the client, and use our knowledge of the clients overall theme and colour scheme to provide a substitution that maintains the overall look and style the client wishes. That Little Flower Shop also reserves the right to substitute a requested flower with another of similar design, colour and equal value, should circumstances beyond our control require so - and also if such products do not meet That Little Flower Shop's high standards of product quality.

## Bridezilla Clause

We are human, not robots and deserve the right to be treated like a human being. If you, your bridal party or family members are rude and make unreasonable/excessive demands on That Little Flower Shop, we reserve the right to cancel you booking, no later than 1 month prior to the booked date all monies will be refunded minus \$150 admin fee.

## Sizing guidelines

Where measurements have been provided for bouquet and floral arrangements, this sizing is a guide only. Floral arrangements and bouquets are created using flowers that vary in size and shape throughout their natural season. This can affect the sizing of the products we provide, making bouquets and arrangements slightly smaller or larger. That Little Flower Shop accepts no responsibility for variations in size.

## Delivery & Venue Set Up Delivery

That Little Flower Shop delivery and set up fee includes delivery of personal florals to ONE address. Should you require the delivery of bridal flowers, buttonholes, centerpieces etc. to be completed to separate individual locations – additional delivery fees will apply. Prices for multiple deliveries locations need to be discussed with your consultant. Delivery fees will be outlined in your estimate. If your wedding is on a Sunday and you require delivery, we have an increased delivery rate to cover the additional staff wages and minimum 3 hour shift requirements. Please discuss this with your consultant so they can quote accordingly. All bookings are different and typically, will be arranged on a case-by-case basis. As a general guide, deliveries are made prior to the photographer arriving to ensure they are available for "pre-wedding" pictures. You should allow 30 mins either side of the scheduled time for delays that may occur which are out of our control. The delivery details including addresses are confirmed 2 weeks prior to the wedding/function date. It is your responsibility to ensure we have the correct delivery details.

In the event that there is no person available to receive the goods, the goods will be left in a safe place and we will contact you to advise where the goods have been left. If there is not safe place to leave the goods, they will be returned to our premises and you will need to arrange pick up of goods. We will decide whether or not it is

safe. Should your goods need to be re-delivered, you will be required to pay another delivery fee prior to dispatch. Approx 14 days/ 2 weeks prior to your wedding, you will be contacted to confirm your delivery times and location. You will need to provide us with a suitable address, timeframe and contact person and their phone number. Please note that the contact person you provide will be the person we seek at the time of delivery - this person will be responsible for accepting florals on your behalf and by accepting are agreeing that you are happy with the flowers, the style, freshness and all factors obtaining to the items delivered. Should you wish for this to only be you, please advise so. Should someone be appointed as our delivery contact person, they will be acting on your behalf and signing on your behalf.

## Set Up of Ceremony & Reception

We will set up as quoted and outlined to your specific destination as is stated in your invoice. That Little Flower Shop will confirm delivery and set up times with the venue. We will require full access and appropriate working conditions in order to fulfil our order. Should we be denied access, be delayed by the venue or any other supplier on the day, be presented with unsafe or hazardous working conditions, we will complete everything to the best of ability. However, in extreme circumstances, if we cannot complete the job, due to no fault of our own, we will leave the products at the venue.

Should other last minute decisions be made due to any unpredicted circumstance, you will be advised, as will the venue manager and the issues relating to the decision. That Little Flower Shop are not responsible for items once delivery has been completed.

## Hired Items

All hired items, such as vases and arbour, as outlined in your invoice, are the responsibility of the hirer from the point of delivery /pick up to the time the item is returned. Hire items are to be returned by the following Friday after the wedding date. Should any items be lost, damaged or stolen it is the responsibility of the hirer to pay for the replacement. The cost will be charged at full retail replacement cost + GST+ freight. Payment is required within 48 hours of return date. All hired items are to be returned clean, washed and in the original containers provided. We require the credit card details of the Hirer as a security. If the hired items are not returned on the outlined date then That Little Flower Shop will contact the Hirer in an attempt to have them returned. If the items are not returned within 48 hours from this attempt at contact – the full replacement value will be charged to the credit card provided. If the hired items are returned unwashed/dirty – the Hirer will be given 24 hours to rectify and return or be charged a cleaning fee of \$5 per vase/ hired item for cleaning. If the items are returned by someone other than the Hirer – and they are returned unclean – the same rules will apply. It is the Hirer's responsibility to ensure the terms and conditions are adhered to.

## Pack up and disposal of florals

Pack up of all florals and all related items are the responsibility of the couple unless arrangements have been made with That Little Flower Shop to complete a bump-out at additional cost.

## Supplying your own items

For clients wishing to supply their own ribbons for bouquets, the ribbon is to be delivered to us at least 2 week (14 days) prior to your wedding in a bag or envelope with your name and wedding date clearly marked. Should you wish to supply your own vases – please ensure they are all clean and have all unwanted stickers and labels removed. Vases are to be delivered to That Little Flower Shop at least 2 weeks ( 14 days) prior in a box that is clearly marked with your name and wedding date. If vases are dirty, have sticky labels attached etc - That Little Flower Shop will charge a \$2 per vase cleaning fee. We also reserves the right to not use provided items if they do not reflect the high standards held by That Little Flower Shop

## Personal Details

All your personal details are to be treated as confidential information and will not be disclosed under any circumstances to other parties, without your written authority.

## Payments

That Little Flower Shop prefers all payments to be made via direct deposit. Bank Details will be listed on the bottom of your quote

Credit card payments are also accepted. Please note all credit card payments incur an additional 2.2% transaction fee of the total invoice amount. This will be charged to you via invoice. No further fees apply.

Final/ full payment is required 30 days prior to event date. That Little Flower Shop will not guarantee supply of floral materials if payment is received AFTER this date. Only when final payment has cleared will flowers and/or materials will be ordered.

## Other

That Little flower shop will not incur any liability or penalty in the event of fire, natural disaster, tragedy, acts of god, traffic issues, terrorist attacks, actions of government or other emergency that is beyond our control.

You agree and acknowledge that That Little Flower Shop is not responsible or accountable for:

-Any personal injury resulting in the use of goods supplied to you, or on behalf of you.

-Staining of garments or furnishings from artificially coloured flowers.

-Flowers quickly perishing from extreme weather or incorrect storage after delivery or set up

-The reception/venue/stylists or other persons making changes to the design of the flower arrangements, in some cases venues/stylists as part of a package will pull apart arbors/ceremony flowers and place them at receptions, we will not be held responsible on the quality or the look and designs of these such arrangements (remember these people are not qualified florists). Photo's will be taken by us after we have finished our set up for reference of our work, any complaints in the design difference you can take up with venue/stylist.