



Wedding Flowers Terms & Conditions

Booking Fee

To book your wedding flowers we ask for a £100 booking fee. This booking fee is non-refundable. Only when the booking fee has been received will your date be confirmed with us.

Quotation & Payment

A quotation for the cost of your wedding flowers will be sent to you after your consultation. Quotes are valid for 30 days. Payment in full is required at least 14 days before your wedding day. If payment is not received, flowers will not be picked.

Venue visits are chargeable at £20p/hour plus 50p/mile travel.

Cancellation

In the unfortunate event of cancellation, the booking fee cannot be refunded. Complete cancellation of the wedding must be advised in writing. In the unlikely event that I have to cancel for unavoidable circumstances, for example in the event of fire, natural disaster, death, serious family illness or tragedy all monies paid by the client will be repaid. The company is only responsible for refunding monies paid, and not anything to do with any other costs incurred by the inconvenience. If we have to take the decision to cancel due to slander, abusive conduct etc, all monies paid are forfeit and there is no right to any refund.

There are no refunds for cancellations of individual items after the final balance has been paid, unless by the agreement of both parties. Cancellations made less than two weeks before the wedding date will forfeit full payment.

Availability of Flowers

We can not guarantee any varieties of flowers due to the vagaries of the English weather. During our consultation we will discuss which flowers should be available for your chosen date, but we reserve the right to make reasonable substitutions to the same style, theme and cost.

Hire of vases, china etc.

All vases and vessels provided to The Ledbury Flower Farmer to be filled with flowers should be label free, clean, dry and watertight (additional fees may apply if cleaning is needed).

Charges will be made for any damage to glassware/china etc. Replacement of goods is charged at the current purchase price. It is the responsibility of the hirer to reclaim any of these costs from the venue if the venue was at fault. Equipment hired remains the property of The Ledbury Flower Farmer at all times.

Photographs

The Ledbury Flower Farmer reserves the right to take photographs of flowers and the setting prior to the event which may be used for promotional purposes. Please let us know if you do not want us to mention your names on our social media feeds.

Responsibility

Upon collection you will need clean buckets or watertight containers to transport your conditioned flowers to your venue. You may borrow ours if they can be returned to us within the following week. Any jars, vessels, vases, boxes and packaging should be returned to us for recycling and reusing. Please ensure there is enough room in your vehicle to transport the flowers when you come to collect them.

The Ledbury Flower Farmer accepts no liability for injury, loss or damage to the hirer or any third party with regard to any equipment hired for use at the event.

Complaints

Any complaints must be made within 24 hours along with photographic evidence. No responsibility can be taken with regards to poor condition once flowers have been collected.

Terms and Conditions may be updated at any time. By paying your booking fee, you are agreeing to any changes that are made. These will always be minor changes to wording only. Any major changes will be presented to you via email.