

Terms and Conditions

Deposit

- A £50 deposit is required upon confirmation of your wedding booking
- If for any reason you decide to cancel your booking the £50 deposit is non-refundable
- The £50 deposit is subtracted from your final wedding bill

Quotation, Contract and Payment

- Prices include VAT at the current rate of 20%
- Quotations are valid for 30 days and the date of your prospective booking will be reserved for this period
- No binding contract will exist until you accept the quote in writing or by email and we have confirmed receipt of the booking and deposit
- Prices may vary due to market fluctuation, although no change in price will occur after the final quote and contract has been confirmed by you
- The final payment is due 30 days before the wedding date. Belle Flores Design reserves the right to cancel any wedding flowers, if payment is not made by the due date. We are not obliged to offer any compensation for inconvenience caused
- If you cancel your contract with Belle Flores Design, your £50 deposit is non-refundable
- Liability is limited to replacement of supplied goods. No responsibility will be accepted for any consequential loss

Cancellation Policy

- Any cancellations less than 30 days before the wedding date, fifty percent (50%) of the wedding bill is required to be paid: No deposit refundable
- Any cancellations less than 14 days before the wedding date: Full balance (100%) is required to be paid. No deposit refundable.

Hire of Glassware, Containers & Wedding Items

- The cost to hire glassware and containers from Belle Flores Design is included within the quotation, for all other hire items the pricing will be quoted as separate pricing on your invoice. All hire items are set up/ installed/ fitted by Belle Flores Design
- The Hirer shall be solely responsible for the Hired Equipment, not the reception / event venue / hotel / florist or any other third party to whom shall take possession of the hired Equipment. The Hirer shall be alone responsible for insuring the hired Equipment is kept in good order from the time of receipt of delivery until back into the possession of Belle Flores Design
- Any damage to hired Equipment or missing Equipment may be charged to the Hirer. Replacement of Equipment is charged at current market price. It is then the responsibility of the Hirer to reclaim any of these costs from the venue if the venue was at fault.

Extra Costs

- A delivery fee may apply, price of which is depending on the location of your ceremony and reception
- A small fee will be charged if hiring items from Belle Flores Design or if a collection of flowers after the event is requested
- All fees will be clearly outlined in your quote and final contract, ensuring no hidden fees or nasty surprises!

Availability

- As fresh flowers are a living product there are occasions that a particular flower may be unavailable. Whilst every effort is made to source the product sometimes we are unable to use a particular flower, in which case we reserve the right to use a similar flower in place of one previously chosen. All fresh flowers are subject to availability and stringent quality checks
- We order your flowers approximately 10 days before your wedding date, after which no major changes can be made to content and quantity. Small changes can be made however to items such as buttonholes, corsages etc given reasonable notice

Responsibility and Privacy

- We are not responsible for injuries or damages sustained as a result of broken glass or materials. Liability is limited to replacement of supplied goods and no responsibility will be accepted for any consequential loss
- When you place an order with us or make an online enquiry we gather certain information which you submit, including an address and contact details that we require to action your request. We will not sell, lend or disclose your information to any third party other than for the dispatch of your order