



FARRER FLEURS

FLORAL & EVENT STYLISTS

info@farrerfleurs.co.uk | 07393884748 | Mid Sussex

Terms and Conditions: with regards to Wedding & Event bookings.

This document is to ensure the understanding and agreement of Farrer Fleurs terms of business, please read carefully before signing:

Booking & Booking Fee:

1. On acceptance of a estimate for any Wedding, Event or hire items, you are advised to pay the booking fee amount of £75.00 for the date of service required, to secure your date.
2. Booking fees are NON-REFUNDABLE **(2.A)** and this will also be stated on the initial estimate you receive from Farrer Fleurs. In the event of a cancellation this allows us to cover any expenses, time and loss of business due to allocating our services to you for your requested date.

2.A. We are happy to transfer booking fees should you alter the date of your event, should your newly requested date be available.

3. The booking fee amount, when paid, will be deducted from your total balance and therefor act as your first payment also.
4. In order to officially secure and confirm your booking, the booking fee must be received.
5. A signature is not required, it will be assumed that by paying the booking fee you are accepting these terms and conditions as a binding contract between yourself (the client) & us Farrer Fleurs.

Payment:

1. Payments can be made in instalments or in full at any time before the date your final balance is due.
2. Your total balance should be paid in full no later than four weeks prior to your event date.
3. Failure to pay your balance in full on/or before your final balance date may result in Farrer Fleurs withdrawing their services **(3.A)** or additional late payment charges being applied to your booking **(3.B)**. We ask for payment to be received, in full, four weeks prior to your requested date to cover any expenses, i.e. pre-orders, surrounding your event:

3.A. In the unlikely event that we at Farrer Fleurs withdraw our services, in part or in full, due to late payment, full and final payment will still be required.

3.B. Farrer Fleurs reserves the right to add an additional £50.00 late payment charge onto any booking, if the payment date is exceeded by the customer.

Alterations & Cancellations to Bookings:

1. Any cancellations will only be accepted in writing to Farrer Fleurs and must be signed by the original customer/bride.
2. Cancellations made within twelve weeks of your event date will require full and final payment.
3. All cancellations made before the twelve-week period will be refunded in full **(see Refunds 1.)** lesser the £75.00 deposit amount.
4. You may not reduce the value of your booking (as per your first invoice) by more than 20%.
5. You may not reduce the value of your booking (as per your first invoice) by any amount within twelve weeks of your event date.

Refunds:



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1. In the event a refund is issued by Farrer Fleurs, we agree to pay within ten working days.

Fresh Flowers:

1. Fresh flowers are both perishable and seasonal, therefore Farrer Fleurs reserves the right to substitute any flowers we cannot source or deem unusable.
2. Should we be unable to set up a display or item, through no fault of our own, where originally agreed with either yourselves, or the venue, we will endeavour to use them where we see fit. There will be no further compensation.
3. Farrer Fleurs does not take any responsibility for any reactions that occur in relation to fresh flowers.

Hire Items:

1. Should a hire item be broken beyond repair before your event we will always endeavour to replace or source a similar product **(7.A)**.

7.A. If for any reason we cannot, we will refund you **(please see refunds 1.)** for the item. There will be no further compensation.

2. All hire items remain the property of Farrer Fleurs.
3. Once we leave the event venue you are responsible for all items hired.
4. If our items are deemed damaged at your event you are liable to pay for the repairs, regardless of who was at fault **(4.A)**.

4.A. We understand that general wear and tear is inevitable. You will only be held accountable for what we deem to be extensive damages.

4.B. We will inform you immediately and invoice you accordingly. You will have seven days to pay.

5. If our items are broken beyond repair at your event you are liable to pay for the repairs, regardless of who was at fault **(5.A)**.

5.A. We understand that general wear and tear is inevitable. You will only be held accountable for what we deem to be an unrepairable breakage.

5.B. We will inform you immediately and invoice you accordingly. You will have seven days to pay.

6. If our item is lost during your event you are liable to pay for a reasonable replacement of Farrer Fleurs choice.
7. It is your responsibility to ensure all items you have ordered or booked for your event fit within the venue and where you intend for them to be used. Therefore, should we be unable to set up a display or item, through no fault of our own, where originally agreed with either yourselves, or the venue, we will endeavour to use them where we see fit. There will be no further compensation.
8. It is your responsibility to ensure all items you have ordered or booked for your event fit the venue criteria, we advise liaising with your venue with regards to certain aspects of venue dressing, i.e. the use of candles and filled vases. Therefore, should we be unable to set up, use, or display an item, through no fault of our own, where originally agreed with either



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yourselves, or the venue, we will endeavour to use them where we see fit. There will be no further compensation.

9. Farrer Fleurs requests you do not attempt to move or handle any items hired. If you chose to do so, you do so at your own risk, and we take no responsibility for any injuries or damages that are caused as a result of you acting against our wishes, through no fault of our own.

Liability:

1. Farrer Fleurs holds Public Liability Insurance.
2. Farrer Fleurs does not take responsibility for any injury caused by the mistreatment or manual handling of their items, through no fault of their own.
3. Farrer Fleurs does not take responsibility for any damage caused by the mistreatment or manual handling of their items, through no fault of their own.

Brexit:

Due to Brexit the European flower market may substantially raise flower costs, quotation may be subject to review post Brexit.

GDPR Statement:

As a small business we are responsible for upholding data protection and therefore all of the personal information that we hold for our clients. It is our responsibility, under the new General Data Protection Regulations, to inform you that we are holding personal data about you.

We only ever hold information in order to provide the service you have requested.

All the data we hold, will have originated directly from yourselves.

We will never pass this information onto a third party without your instruction to do so.

You have the right to withdraw your consent for us to hold your data at any time. However, if the data is necessary in order for us to continue to provide your requested service then this service would cease but you would still be liable to pay any monies owed.

We would like you to be assured that once your service has been satisfied, we will not continue to hold your data any longer than we are required to by law.

If you have any questions regarding your personal data and how we hold and use it then please do not hesitate to email us at: info@farrerfleurs.co.uk

Complaints:

All complaints must be received within twenty-four hours and should always be addressed to Emily via email to: info@farrerfleurs.co.uk

Legal Proceedings:

This contract is between us, Farrer Fleurs, and yourselves, the event host.

Should you fail to adhere to any of the above we will proceed legally to recover outstanding balances and any monies owed.

It shall be governed only by the courts of England.



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Should we have to proceed legally to recover any monies from yourselves you will be liable to pay our costs of doing so, as well as the money that you owe.

Farrer Fleurs reserves the right to amend their terms and conditions at any time.

By making your first payment, you have read and are agreeing to all of the above Terms of Business.