



WEDDING

TERMS

AND

CONDITIONS

2022/2023



T'S AND C'S AND APPROXIMATE PRICING FOR WEDDING FLORALS

WE ARE WITH YOU THROUGH THE ENTIRETY OF YOUR PLANNING PROCESS, FROM YOUR INITIAL CONTACT, QUOTING, MEETING, PERSONALLY COLLECTING YOUR FLOWERS, CREATING YOUR ARRANGEMENTS, DELIVERING AND SETTING UP ON YOUR SPECIAL DAY. IT IS EXTREMELY IMPORTANT TO US, THAT WHO YOU INITIALLY MAKE CONTACT WITH IS THE SAME PERSON CREATING YOUR FLORALS ON THE DAY.

TERMS AND CONDITIONS AND PAYMENT INFORMATION:

FLOWER SELECTION AND OUR DESIGN PROCESS-

PICTURES AND PHOTOGRAPHS ARE A FANTASTIC WAY FOR US TO GET A FEEL FOR YOUR PERSONAL STYLE AND INSPIRATIONS. PHOTOGRAPHS ARE USED ONLY FOR INSPIRATION AND WE CANNOT 100% REPLICATE WHAT'S IN A PHOTOGRAPH DUE TO SEASONAL FLOWER CHANGES AND FLOWER AVAILABILITY WITHIN WESTERN AUSTRALIA. FLORISTRY IS AN ART WHERE EVERY DESIGNER HAS THEIR OWN FLAIR AND STYLE. NO TWO ARTISTS ARE THE SAME. WE DO OUR VERY BEST TO CREATE WHAT BEST SUITS YOUR THEME, STYLE AND PERSONALITY THROUGH OUR ART.

DUE TO CIRCUMSTANCES BEYOND OUR CONTROL. FRESH MATERIALS CAN BE MADE UNAVAILABLE AT ANY TIME BY OUR SUPPLIERS. WE WILL ENDEAVOUR TO CHOOSE A MATERIAL THAT IS THE CLOSEST POSSIBLE MATCH AND WILL SUIT THE CLIENT'S VISIONS. ALL FRESH FLOWERS CAN VARY IN COLOUR TONE, SHAPE AND TEXTURE FROM SEASON TO SEASON. THIS IS BEYOND OUR CONTROL AND WE ARE UNABLE TO BE HELD LIABLE. WE ALWAYS SEEK OUT THE BEST AVAILABLE FOR OUR CLIENTS.

SORELLA FLOWER MERCHANT IS TO BE THE ONLY FLORIST AT THE EVENT/ WEDDING SUPPLYING FLORAL CONTENT UNLESS NOTIFIED AND AGREED TO BY DIRECTOR COURTNEY JOWETT, SORELLA FLOWER MERCHANT RESERVES THE RIGHT TO REFUSE TO WORK ONSITE ALONGSIDE ANOTHER FLORIST. IN THE EVENT OF ABUSING THIS CONDITION SORELLA FLOWER MERCHANT WILL NOT INSTALL ANY FLOWERS ONSITE.

CONSULTATIONS AND QUOTE ADJUSTMENTS-

YOU ARE ENTITLED TO ONE COMPLIMENTARY ONE HOUR CONSULTATION IN PERSON. THIS IS AN IN-DEPTH CONSULTATION WHERE ALL THE ITEMS REQUIRED FOR YOUR WEDDING ARE DISCUSSED INCLUDING COLOUR THEMES, STYLE, DELIVERY, BOOKING AND PAYMENT, WE WILL PROVIDE YOU WITH PROFESSIONAL ADVICE AND OPINIONS DURING THIS TIME. IF ANY FURTHER IN PERSON CONSULTATION APPOINTMENTS ARE MADE YOU WILL BE CHARGED A \$50/ HOUR RATE. CHANGES MADE VIA EMAIL ARE FREE OF CHARGE, THESE CAN BE MADE UP UNTIL 30 DAYS PRIOR TO THE EVENT.

UPON ACCEPTING THE QUOTE, YOU ARE ACCEPTING THE ITEMS AND AGREEING TO THE VALUE LISTED ON THE QUOTE. SHOULD YOU NEED TO REDUCE OR CANCEL ITEMS, WE ARE HAPPY TO DO SO, HOWEVER, REDUCTIONS CAN ONLY BE MADE UP TO 3 MONTHS PRIOR TO THE EVENT. AFTER THIS PERIOD, THE FINAL TOTAL MAY NOT BE REDUCED BELOW THE ORIGINAL AGREED UPON ESTIMATE.

DELIVERY AND SET UP-

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. WE WILL PROVIDE YOU WITH A 1 HOUR WINDOW TO EXPECT YOUR DELIVERIES WITHIN WHICH WILL ALLOW 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, IF IN A RESORT/ HOTEL PLEASE ENSURE WE HAVE THE ROOM NUMBERS WHEN YOU CHECK IN. IN THE EVENT THAT THERE IS NO PERSON AVAILABLE TO RECEIVE THE BRIDAL PARTY FLOWERS, THEY WILL BE LEFT IN A SAFE PLACE AND WE WILL CONTACT YOU TO ADVISE WHERE THEY HAVE BEEN LEFT. IF THERE IS NOT A SAFE PLACE TO LEAVE THEM, THEY WILL BE TAKEN TO THE CEREMONY VENUE AND YOU WILL BE REQUIRED TO COLLECT THEM FROM THERE.

DELIVERY OF CEREMONY AND RECEPTION ITEMS WILL BE ARRANGED 2 WEEKS PRIOR AND WE ASK THAT YOU COORDINATE WITH THE VENUE TO NOTIFY THEM OF OUR ARRIVAL AT THE ALLOCATED TIME. THE RESPONSIBILITY REMAINS WITH THE BRIDE AND GROOM TO SEEK PERMISSION ON BEHALF OF SORELLA FLOWER MERCHANT TO COMPLETE ANY HANGING, SUSPENDED OR OTHER UNCOMMON FLORAL INSTALLATION AT ANY VENUE. WE WILL NOT BE HELD RESPONSIBLE OR LIABLE FOR ANY INSTANCES WHERE WORK CANNOT BE COMPLETED DUE TO LACK OF PERMISSION OR LACK OF SAFETY AT THE VENUE. IT IS THE RESPONSIBILITY OF THE BRIDE AND GROOM TO LIAISE WITH BOTH CEREMONY AND RECEPTION VENUES REGARDING THE CONSTRUCTION OF FLORAL INSTALLATIONS AND HIRED ITEMS THAT CAN CAUSE DAMAGE SUCH AS OPEN FLAME CANDLES, STAKES INTO THE GROUND (GRASS) OR HANGING INSTALMENTS ON EXISTING BEAMS AND STRUCTURES. WE WILL SET UP AND PICK UP AS QUOTED.

DELIVERY AND SET UP OF THE ITEMS PRODUCED BY US ARE PART OF OUR DELIVERY AND SET UP FEE INCLUDED IN YOUR INITIAL QUOTE, HOWEVER IF YOU SUPPLY YOUR OWN STYLING ITEMS SUCH AS TABLE RUNNERS, PLACE CARDS, CANDLES ETC AND WOULD LIKE THEM PUT OUT/ STYLED ON THE DAY THERE WILL BE AN ADDITIONAL FEE FOR OUR TIME. THIS WILL NEED TO BE QUOTED AND ADDED TO YOUR INVOICE AND MUST BE BOOKED IN WITH US A MINIMUM OF 30 DAYS PRIOR TO THE EVENT. SHOULD YOU FAIL TO ARRANGE THIS 30 DAYS PRIOR AND ASK US AFTER THIS TIME OR ON THE DAY WE WILL NOT BE ABLE TO ACCOMMODATE YOU AND WILL NOT BE HELD LIABLE SHOULD THIS NOT BE COMPLETED ON THE DAY. ONCE THE FLOWERS ARE DELIVERED TO ALLOCATED LOCATIONS ON THE DAY WE ARE NO LONGER HELD LIABLE SHOULD THEY SUFFER FROM ILL TREATMENT. FRESH FLOWERS ARE VERY DELICATE, REQUIRE GENTLE HANDS AND SHOULD BE KEPT AWAY FROM DIRECT

HEAT. WE ENSURE ALL THAT WHAT WE DELIVER IS OF HIGH QUALITY AND TREATED WITH THE GREATEST CARE. WE ALWAYS MAKE SURE OUR FLOWERS HAVE A SUITABLE WATER SOURCE TO KEEP THEM FRESH, SHOULD YOU REQUEST MATERIALS TO BE PLACED OUT OF WATER WE WILL NOT BE HELD LIABLE.

IN THE INSTANCE FRESH MATERIALS ARE NEEDED INSIDE A CLEAR MARQUEE WE WILL NOT BE HELD LIABLE FOR ANY WILTING, DAMAGE OR BROWNING OF FRESH MATERIALS.

HIRE ITEMS-

ALL HIRED ITEMS ARE REQUIRED TO HAVE A DELIVERY AND COLLECTION FEE APPLIED. ALL HIRED ITEMS MUST REMAIN AT THE VENUE FOR COLLECTION AND A CHARGE MAY APPLY SHOULD WE HAVE TO CHASE UP ANY HIRED ITEMS THAT ARE NOT LEFT AT THE VENUE.

PEAK PERIODS-

PREMIUM DATES MAY INCUR HIGHER PRICES DUE TO FACTORS THAT ARE OUTSIDE OUR CONTROL. THESE DATES INCLUDE, BUT ARE NOT LIMITED TO: 2 WEEKS BEFORE, 2 WEEKS AFTER, AND INCLUDING FEBRUARY 14TH VALENTINE'S DAY.

2 WEEKS BEFORE, 2 WEEKS AFTER, AND INCLUDING MOTHER'S DAY.

2 WEEKS BEFORE, 2 WEEKS AFTER, AND INCLUDING CHRISTMAS.

2 WEEKS BEFORE, 2 WEEKS AFTER, AND INCLUDING NEW YEAR'S EVE.

CANCELLATIONS/ CHANGE OF DATE-

IN THE EVENT OF A CHANGE OF DATE WE ARE WILLING TO RESCHEDULE YOUR BOOKING WITHIN A 12 MONTH TIME FRAME OF THE ORIGINAL DATE. BY CHANGING DATES YOU AGREE TO ACCEPT PRICE VARIATIONS WITHIN YOUR QUOTE SUCH AS MATERIAL PRICE INCREASES.

IN THE EVENT OF A CHANGE OF 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 AND TRANSFER YOUR DEPOSIT TO THE NEW DATE. SHOULD THE DATE NOT BE AVAILABLE AND AN ALTERNATIVE CANNOT BE BOOKED YOU WILL FORFEIT YOUR DEPOSIT. SHOULD YOU NEED TO CANCEL YOUR BOOKING, YOU WILL NEED TO NOTIFY US IN WRITING AS SOON AS POSSIBLE. *CANCELLATIONS WITHIN 30 DAYS OF THE WEDDING DATE WILL NOT BE REFUNDED AND FORFEIT ALL MONIES PAID. CANCELLATIONS OF MORE THAN 30 DAYS PRIOR TO THE WEDDING DATE WILL FORFEIT THE 25% DEPOSIT PAID, TO COVER ADMINISTRATION COSTS, MATERIALS PURCHASED AND WORK DONE TO DATE. IF YOU HAVE TO CHANGE YOUR DATE DUE TO COVID-19 YOU MUST NOTIFY US IN WRITING NO LATER THAN 20 WORKING DAYS PRIOR TO THE WEDDING DATE. POSTPONEMENTS MADE LESS THAN 20 DAYS PRIOR TO THE EVENT ARE SUBJECT TO ONLY A PARTIAL REFUND DUE TO INDUSTRY STANDARD CHANGES REQUIRING DOWN PAYMENTS ON FLOWER ORDERS. FOR EXAMPLE IF WE POSTPONE YOUR BOOKING TO ANOTHER DATE WE WILL TRANSFER YOUR MONIES PAID MINUS THE WHOLESALE VALUE OF FRESH MATERIALS PURCHASED FOR THE EVENT, YOU WILL ALSO ACCEPT ANY MATERIAL PRICE VARIATIONS FOR YOUR NEW. SHOULD YOU CHOOSE CANCEL YOUR BOOKING NO MONIES WILL BE REFUNDED AS PER OUR TERMS AND CONDITIONS*.

PHOTOS-

WE RETAIN THE RIGHT TO PHOTOGRAPH FINISHED WORK WHICH MAY BE USED IN SELF-PROMOTION AND ADVERTISING. WE AGREE TO HOLD OFF FROM POSTING ANY IMAGES TO SOCIAL MEDIA UNTIL AFTER THE WEDDING CEREMONY HAS BEGUN.

PHOTOS TAKEN BY US OF YOUR ARRANGEMENTS REMAIN OUR PROPERTY. ANY PHOTOS PROVIDED TO US WILL ONLY BE USED BY US & AS PERMITTED BY YOU. ALL PHOTOS ON THIS SITE HAVE THE EXCLUSIVE PERMISSION BY ITS OWNER FOR USE ON THIS SITE. PHOTOGRAPHER'S CREDITS WILL ONLY BE DISPLAYED WHEN PROVIDED.

SUPPLYING YOUR OWN ITEMS AND VASES-

WE HAVE THE RIGHT TO REFUSE TO WORK ON STRUCTURES THAT WE BELIEVE TO BE UNSAFE/ UNSTABLE PROVIDED BY OTHER HIRE COMPANIES OR CLIENTS. PLEASE MAKE SURE IF YOU ARE BUILDING YOUR OWN STRUCTURES TO CHECK WITH US TO ENSURE THEY CAN HANDLE THE HEAVY WEIGHT OF FRESH MATERIALS AND ARE STRUCTURALLY SECURE IN WINDY CONDITIONS.

FOR CLIENTS WISHING TO SUPPLY THEIR OWN RIBBONS FOR BOUQUETS, THE RIBBON IS TO BE DELIVERED TO US AT LEAST 2 WEEKS (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 SORELLA FLOWER MERCHANT AT LEAST 7 DAYS PRIOR TO THE WEDDING IN A BOX THAT IS CLEARLY MARKED WITH YOUR NAME AND WEDDING DATE. IF VASES ARE DIRTY, HAVE STICKY LABELS ATTACHED ETC. – WE WILL CHARGE A \$2 PER VASE CLEANING FEE AND ALSO RESERVE THE RIGHT TO NOT USE PROVIDED ITEMS IF THEY DO NOT REFLECT THE HIGH STANDARDS HELD BY SORELLA FLOWER MERCHANT.

WHEN A STYLING SERVICE HAS BEEN BOOKED WITH US WE REQUEST THAT YOU PROVIDE SEATING AND STYLING PLANS WITH ALL ITEMS CLEARLY MARKED. WE SUGGEST PACKAGING THE ITEMS AS PER THEIR ALLOCATED TABLE NUMBER FOR EASE. IF ON THE DAY WE ARE UNABLE TO COMPLETE AN ITEM AS PER THE BRIEF DUE TO UNFORESEEN CIRCUMSTANCES WE WILL USE OUR SKILL AND KNOWLEDGE TO COME UP WITH AN ALTERNATIVE. WE WILL NOT USE ANY ITEMS SUPPLIED THAT WE BELIEVE TO BE UNSAFE.

PAYMENT-

25% OF THE QUOTE VALUE IS REQUIRED TO SECURE YOUR QUOTE AND BOOKING, THIS INITIAL PAYMENT IS NON-REFUNDABLE AS IT IS COMPENSATION FOR OUR WORK DONE TO DATE AND PRECLUDES US FROM BOOKING ANOTHER EVENT ON YOUR DATE. QUOTES ARE ONLY VALID FOR 30 DAYS. 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 TO ENSURE YOUR DATE IS STILL AVAILABLE BEFORE PAYMENT OF YOUR DEPOSIT AND LET US KNOW YOU ARE GOING AHEAD. 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. THE DEPOSIT IS A PAYMENT AND WILL BE DEDUCTED OFF THE TOTAL

VALUE OF THE QUOTE. PLEASE NOTE THAT YOUR DEPOSIT IS A NON-REFUNDABLE PAYMENT UNDER ANY CIRCUMSTANCES. NO ADJUSTMENTS WILL BE MADE TO THE QUOTE UNTIL THE DEPOSIT HAS BEEN PAID. ONCE THE BOOKING

IS SECURED WE ARE MORE THAN HAPPY TO MAKE ANY FURTHER REVISIONS, ADJUSTMENTS OR CHANGES TO THE QUOTE REQUESTED, HOWEVER YOU CANNOT REDUCE YOUR QUOTED ITEMS BY MORE THAN 10% OF THE ORIGINAL QUOTED VALUE ONCE THE DEPOSIT IS PAID.

SICKNESS OR INJURY-

ON THE VERY *UNLIKELY* EVENT THAT I AM UNABLE TO DO YOUR WEDDING FLOWERS DUE TO SICKNESS OR INJURY I WOULD FIRSTLY GIVE YOU THE OPTION TO RECEIVE A **FULL REFUND**. WE HAVE GOOD RELATIONSHIPS WITH OTHER FLORISTS AND WOULD BE SURE TO FIND A SUITABLE REPLACEMENT. WE ALSO HAVE A TEAM OF FLORISTS THAT COULD TAKE OVER DEPENDING ON THE SIZE AND COMPLEXITY OF THE WEDDING.

A 25% PAYMENT IS TO BE MADE AS A DEPOSIT AS SOON AS POSSIBLE TO SECURE YOUR BOOKING.

FULL PAYMENT IS DUE 30 DAYS BEFORE THE WEDDING DATE. NO CHANGES CAN BE MADE AFTER THIS TIME AS ALL ORDERS MUST BE IN WITH OUR SUPPLIERS. NO MONIES CAN BE REFUNDED FOR CANCELLATIONS OR CHANGES AFTER THIS TIME AS PER OUR TERMS AND CONDITIONS*

ALL PAYMENTS CAN BE MADE BY CASH OR DIRECT DEPOSIT TO:

WESTPAC, COURTNEY JOWETT
BSB 736 127 ACCOUNT 553894

THE FLOWERS ARE YOURS TO KEEP, SO PLEASE FEEL FREE TO TAKE ANY OF THE FRESH ARRANGEMENTS WITH YOU OR GIVE THEM TO YOUR GUESTS. PERHAPS CONSIDER SUPPLYING YOUR OWN VASES SO THAT THEY CAN BECOME GIFTS!

PAYMENT OF THE DEPOSIT IS CONSIDERED AGREEMENT TO THE TERMS AND CONDITIONS PROVIDED IN THIS DOCUMENT AND SECURES YOUR BOOKING.

WE CAN'T WAIT TO BE A PART OF YOUR WEDDING DAY!



SORELLA FLOWER MERCHANT

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