

## Terms and Conditions

1. A 10% booking fee is required upon confirmation of your wedding booking. This is to be done via bank transfer or cheque. All booking fees are non-refundable.
2. Once the initial quotation has been given and booking fee paid the total amount can't be reduced to drop below our £400 minimum spend.
3. The booking fee is subtracted from your final wedding flower invoice.
4. Quotes are valid for 14 days.
5. The final payment is due 2 weeks before the wedding date
6. All items other than flowers i.e. metal work, chains, brackets, vases, urns etc are hired to you, the client, unless otherwise stated on the quote.
7. Items hired from Gabriella Brook wedding and event floristry will be collected the following day unless otherwise agreed. All items hired must be collected by us or returned. If not a replacement fee for the item will be charged at RRP.
8. As fresh flowers are grown to season and demand there are occasions that a flower may be unavailable. Whilst every effort is made to source the product sometimes, we are unable to use a 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.
9. Colours of flowers will always be matched wherever possible to the colours discussed during appointments. Flowers are a natural product and small colour variations may happen.
10. No responsibility can be taken with regards to poor condition once flowers have been approved and collected. i.e. left out of water or in cold/extreme temperatures.
11. We order your flowers approx. 7 days before your wedding date, after which no colour or content changes can be made. Extra items may be ordered.
12. Any complaints must be made within 24 hours along with photographic evidence.
13. 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.

14. Delivery of wedding flowers will incur a small delivery fee to local areas which includes the cost of packaging items correctly so not to come to any damage in transit. Venues further away will be a little extra but detailed in the quote itself.
15. Should you wish to collect your wedding flowers there will be a small charge for wedding packaging only.
16. Wedding Flowers shall be delivered to maximum of 4 addresses (Brides location, Grooms location, Wedding venue, Church)
17. It is up to the Client to provide correct locations for deliveries. We shall not take responsibility for lateness caused by an incorrect address.
18. It is up to the client to ensure that I have correct contact information to contact church or venues to obtain access.
19. Cancellation after full balance is paid shall be non-refundable.
20. Cancellation charges:
  - 12 - 6 months prior to event = loss of booking fee
  - 3 - 6 months prior to event = 50% of balance
  - 1 - 3 months = 75% of balance
  - Up to 1 month = 100% of total
21. Amendments to your wedding date:

In instances when your wedding date has had to be moved, I will honour booking fees from 12 months upwards at the time of notifying me. The new dates must be available to book. Any duration less than 12 months or the unavailability of the new date unfortunately will not be honoured, and clause 20. Will apply.
22. If the booking fee has been paid you are accepting these terms and conditions whether the form has been returned or not.