

Terms & Conditions



Booking Confirmation

- To secure your booking a 30% deposit is required (non-refundable)
- Booking to be confirmed within 2 weeks of date quoted.
- Full Payment is required 4 weeks before the event.
- Payments can be received via bacs transfer, please reference event date and full names.
- Two free consultations for booking and final detail purposes, additional consultations are chargeable at £30.00 each.

Flower Price Inflation and Substitution

- Flower prices are subject to change due to seasonal availability or high demand periods such as Christmas, Valentines and Mothers Day.
- Any flowers that are out of season or damaged upon purchase will be substituted. The same colour or style plant material will be used to ensure the designs are as per requested and quoted.
- VAT prices are subject to change however the client will be informed if required.

Hire Items & Breakages

- Hire items are to be returned in full working order.
- All breakages/loss of items will need to be paid for in full (as stated on quote)
- Return of items discussed upon booking. Large items will be collected via Apex Floral the following day, smaller hire items the client is to return within 48hrs.
- All items on hire remain property of Apex Floral.

Health & Safety and Insurance Policies

- Apex Floral takes health and safety seriously, risk assessments are completed throughout the construction processes of the event. This includes on site preparations.
- Public Liability insurance evidence is sent to venues prior to set up.
- Upon booking it is the client's responsibility to make us aware of any allergies to any plant material used.
- Incidents in regards to Apex Floral's equipment causing damage to guests or venue, a full report of the event and photographic evidence is required.

Delivery and Set up charges

- Delivery charges are detailed on the quote.
- Set up charges will apply for all equipment required to be put in place as per stated on quote.
- Apex Floral is solely responsible to set up their own items, any additional items provided by client need to be discussed with the venue.

Date Transfers & Cancellation Policy

- Full cancellation of the event must be approved in writing by the client and Apex Floral, minimum of 6 weeks before the event date.
- Outstanding monies will not be required however the 30% deposit is none refundable.
- Date transfers are subject to availability and must be informed a minimum of 2 weeks before the event date.
- If available a transfer charge of 10% may apply.

Complaints Procedure

- Complaints must be spoken upon delivery to allow time to rectify before the wedding ceremony.
- Any other complaints need to be in writing within 48hrs of the event with supporting photographic evidence.

Signed
Date

Signed
Date