



Wedding terms and conditions 2018 - 2019

Firstly, can I say a big thank you for approaching me to do your wedding flowers.

I'm hugely passionate about what I do and I promise I will put my heart and soul into making your wedding flowers unique, memorable and completely personal to you!

So, let's get on with all the boring stuff that's designed to help put your mind at rest on your floral journey with Pink Ginger Flowers.

Initial enquiry: When you first approach me I will sort out a free, no obligation consultation to discuss your wedding flowers, my prices start from £500 for all weddings.

What happens next: We meet up and chat over your ideas and inspiration, it's a good idea to bring along various ideas you've seen online on Pinterest and Instagram too and sometimes pictures of dress, groom's waistcoat etc although it's not all essential and can be sent by email at a later date if needs be. The meeting normally takes 45mins to an hour.

The next step: If you would like to go ahead then I take a non-refundable *25% deposit* to secure the date based on the estimated cost of your wedding at our initial consultation. This is deducted from your final bill. I appreciate your needs may change nearer your wedding e.g you may add a bridesmaid's bouquet on or perhaps take off some buttonholes. This is all fine and can be adjusted when we review your quote *6 Weeks* before your wedding.

So, what if we do want to make changes? Of course, you are allowed to change your mind. This is the most important day of your life and it has to be right! I do ask for you to make notes of any changes you would like to make along the way, eg colour choices, bouquet styles, additions of buttonholes, arrangements etc and perhaps include photographs too. As you know your first meeting is free, however I'm happy to meet again for a fee of £20 or else I offer a free phone consultation to discuss all your changes just before the final balance is due *6 weeks* before your wedding. This is a quick and effective way to tie up any loose ends.

What can I expect? After you've paid your final balance we are good to go! I order your flowers which ordinarily arrive to arrive *2 days* before your wedding. I would stress that flowers are natural products and colours may vary slightly to those agreed, particularly when viewed online from photographs. On the very rare occasion that the wholesaler fails to deliver a special order I cannot be held responsible, however I will make every effort to source the right products for your wedding or substitute for something that works just as well for you.

What if I need to cancel? If you need to cancel due to unforeseen circumstances you will receive a full refund minus your deposit up until *6 weeks* before your wedding. After this period, I do not offer a refund. If you choose to postpone your wedding before the *6 week* window then I am happy to deduct your deposit from your rescheduled wedding bill.