

Wedding Flowers Terms & Conditions

Booking Fee

To book your wedding flowers we ask for a £50 booking fee. This booking fee is non-refundable and is deducted from your final wedding flowers invoice. Once the booking fee has been received, your event is booked with us. Prices and dates are secure unless stated otherwise. Payment of your booking fee indicates that you accept our wedding flowers terms and conditions.

Quotation & Payment

A quotation for the cost of your wedding flowers will be sent to you after your free consultation. Quotes are valid for 30 days. You are free to make changes to your order up until 30 days before your wedding day. You will receive a final invoice approximately 30 days before your wedding. Payment is accepted by cash or bank transfer. Payment in full is required at least 21 days before your wedding day. If payment is not received, flowers will not be ordered.

Cancellation

In the unfortunate event of cancellation, the booking fee cannot be refunded. Complete cancellation of the wedding must be advised in writing. In the unlikely event that we have to cancel for unavoidable circumstances, for example in the event of fire, natural disaster, pandemic, death, serious family illness or tragedy, all money paid by the client will be repaid. The company are only responsible for refunding moneys paid, and not anything to do with any other costs incurred by the inconvenience. All reasonable efforts will be made by my company to find a replacement florist option to be paid for by the client. If we have to take the decision to cancel due to slander, abusive conduct etc, all moneys paid are forfeit and there is no right to any refund.

There are no refunds for cancellations of individual items after the final balance has been paid, unless by the agreement of both parties. Cancellations made less than two weeks before the wedding date may forfeit full payment if Bluebell & Ivy has ordered flowers and the order cannot be cancelled.

Postponement

If you wish to postpone your wedding, please check availability with us, as your booking fee is non-refundable if we already have a booking for your new date. If we are available, your booking fee will be transferred to your new date. Please bear in mind that availability of certain flower varieties will change from season to season, along with their cost. Therefore, it may be that your original quote total will alter slightly. If the postponement/cancellation is prior to ordering your wedding flowers, we will be happy to use your booking fee for a future date. If your flowers have been ordered, received, processed and/or designed, you will be financially responsible for the flowers and all labour provided. The remaining balance can be applied to a future date. At no point can Bluebell & Ivy refund any or all of the payment received.

Availability of Flowers

We do not guarantee specific stem types. We will work with your wish lists and if available we will include your specified flowers/foiliages. However, if they are unavailable or of poor quality, we reserve the right to use suitable alternatives which match closest to your requirements. All fresh flowers are subject to availability and undergo stringent quality checks. We are also unable to guarantee an exact colour match to images you may have seen online. All fresh flowers are natural products and may vary slightly in appearance.

Hire of vases, china, candelabras etc.

Charges will be made for any damages to any hired items etc. Replacement of goods is charged at the current purchase price. It is the responsibility of the hirer to reclaim any of these costs from the venue if the venue was at fault. Equipment hired remain the property of Bluebell & Ivy at all times. All hired items must be returned to our shop 18 Queen Street, Ulverston, Cumbria, LA12 7AF within 7 days of your wedding date, unless an alternative agreement has been made by both parties.

Use of magnets

You may be asked if you would prefer magnets instead of pins to attach corsages onto clothes. Please ensure that guests wearing these do not have a pacemaker fitted. A magnet may stop the pacemaker from working properly. Bluebell & Ivy accept no responsibility for any resulting health issue which may arise from magnets and pacemakers or ICDs.

Photographs

Bluebell & Ivy reserve the right to take photographs of flowers and the setting prior to the event which may be used for promotional purposes after your wedding date.

Responsibility

Bluebell & Ivy accept no liability for injury, loss or damage to the hirer or any third party with regard to any equipment hired for use at the event. It is up to the Client to provide correct locations for deliveries. We shall not take responsibility for lateness caused by an incorrect address provided or an incorrect ceremony time.

Complaints

Any complaints must be made within 24 hours along with photographic evidence. No responsibility can be taken with regards to poor condition once flowers have been approved.

Delivery information

We will arrive with all wedding flowers to the appropriate addresses 1-3 hours before unless a prior agreement has been discussed with the bride or groom. The bouquets are transported in our branded bluebell and ivy boxes with a small channel of water, this ensures that the bouquets will remain as fresh as possible. Approximately 30 minutes before the ceremony the bouquets can be carefully lifted out to dry naturally or dabbed dry with a towel.

Policy

It is our policy that we will only take instruction from / discuss details with the Bride and Groom. If any other family members / event co-ordinators wish to add on to the quote, this will need to be approved by the Bride and Groom.

* Terms and Conditions may be updated at any time. By paying you booking fee, you are agreeing to any changes that are made. These will always be minor changes to wording only. Any major changes will be presented to you via email.*