

## **TERMS & CONDITIONS**

### **Securing Wedding Date**

A non-refundable deposit is required to secure your wedding with Knocknacarra Florists. Booking forms must be received no later than 5 Months prior to the wedding. You will receive an email from Knocknacarra Florists within 7 days of receipt of the booking form to confirm that Knocknacarra Florists will be available to be your wedding florist. Dates are reserved only when the deposit is paid. Receipt of booking form does not always guarantee availability you will always be advised as soon as possible.

### **Balance Payment**

The balance is to be paid not later than 7 days prior to the wedding day. Knocknacarra Florists reserves the right to cancel any wedding flowers if payment has not been made by the due date. Flowers will only be delivered if final payment has been received.

### **Changes To Flower Order**

Knocknacarra Florists orders your wedding flowers 1 week before the wedding date, therefore no changes can be made after this date. It is however sometimes possible to make small changes such as numbers of buttonholes etc.

### **Hired Items**

All glassware, stands, bay trees and other property belonging to Knocknacarra Florists must be paid for if lost, broken or stolen. Knocknacarra Florists reminds customers that responsibility for all hired items is passed to them upon delivery.

### **Flowers**

Please note flowers & foliage is not to be consumed as some are poisonous and some may cause an allergic reaction. Knocknacarra Florists reminds customers that responsibility for all flowers is passed to them upon delivery.

### **Delivery**

Due to high volume wedding days it will not always be possible to deliver your church wedding flowers for you on the morning of your wedding, you will always be advised about this in good time. In some cases where the church is out of town Knocknacarra Florists may have to decorate the church the night before there again you will be advised about this in good time. Bridal & grooms flowers will be available for collection from our shop on the morning of the wedding at an arranged time.

### **Cancellation**

If Knocknacarra Florists has to cancel this contract for reasons beyond their control, (death, injury, sickness etc.) their liability shall be limited to a full refund of all monies paid. Every effort will be made to find an alternative florist. Should the client cancel, as compensation for loss of income for Knocknacarra Florists, the following charges apply as percentage of the total fee due.

(Number of days before the wedding) 60 days or less - 100% 61-90 days – 75%. 91-120 days – 50%.

Should the wedding be a postponement, then, subject to Knocknacarra Florists availability, all money paid may be applied to the new wedding date. In the event of Knocknacarra Florists taking another wedding booking for your cancelled or postponed wedding a refund of your deposit (less expenses) and monies paid shall be made.