



These terms and conditions (the "Terms and Conditions") are the terms and conditions upon which Hannah Walker, trading as BRIDE AND BLOOM ("we/us") makes available to you, the Event Commissioner, and any of our services.

These Terms and Conditions cover the products and service provided by BRIDE AND BLOOM.

1. BRIDE AND BLOOM Products and Service

1.1 All BRIDE AND BLOOM products are subject to availability. In the event of any supply difficulties, BRIDE AND BLOOM reserve the right to substitute a formerly agreed ingredient or component within a design of equivalent value and quality without notice. This includes specific flowers/ plants and sundries that may not be available. I would stress that flowers and plant material are natural products and colours may differ/ be unavailable to those agreed but we will always provide the next best thing.

1.2 In the event that BRIDE AND BLOOM are unable to supply product, service or any substitute product or service to you at all, we shall notify you as soon as is reasonably possible and shall reimburse your payment in full. See 8.1.

2. Prices and payment

2.1 Prices listed within the BRIDE AND BLOOM product or service proposal will remain valid for 14 days from the date sent to you, the event commissioner, and should be secured with the notified deposit amount. Prices will be secured for the event unless the ingredients or components for the intended final design of the product or service rise significantly in which case we shall notify the event commissioner as soon as reasonably possible and pass this cost on to said event commissioner.

2.1.1 Your Booking Fee as stated in your quote is payable in full via Bank Transfer and secures my services for your Wedding date/ event. This payment is non-refundable under any circumstances as it covers design and admin time.

2.2 The balance payment for your wedding flowers/ even must be received prior to the event or service and no less than 6 weeks before the event or we will not go ahead with the event.

2.3 BRIDE AND BLOOM hire many items to event commissioners free of charge including, but not exhaustive, vases, compotes, containers, terrariums, generic props including log slices, zinc baths etc. These items are loaned on a goodwill basis and any items hired that are lost, damaged or broken must be paid for. As such, to recover these costs, we will invoice separately a security deposit (from £50 pending items) to your final invoice and deduct any relevant amounts, refunding the difference up to 7 days after your event.



2.4 Floral items can be added/ removed or replaced from the initial order at a later date however the order cannot be reduced by more than 10% of the initial confirmed total. If this was the case, 90% of confirmed total would still be payable.

3. Delivery

3.1 BRIDE AND BLOOM charges for travel at a cost of 80p per mile. Travel time is charged at £20 an hour. For travel times over 60minutes, a rate of £25.00 per hour will be charged.

3.2 Incorrect personal details may lead to problems or delays in delivery, so before placing or confirming your order for a product or service, please ensure that you, the event commissioner, have provided full address and telephone details, including accurate postcode of the intended recipient and your contact telephone number or e-mail address so that we can notify you in the event that any delivery problems are encountered. This can be completed via the Booking Form.

3.3 The event commissioner's flowers will be delivered or set up at a time prior agreed between HANNAH WALKER and you, the event commissioner. If for any reason we are not able to meet the delivery or set up time, the event commissioner will be notified as soon as feasibly possible.

4. Event set up

4.1 Hannah Walker of BRIDE AND BLOOM will personally create your flowers, and when necessary her dedicated team will deliver and set up. You will be advised of who will be setting up your event in advance.

4.2 BRIDE AND BLOOM accept no responsibility for any damage caused by flames or lit candles at an event once we have left the wedding set up. Whilst BRIDE AND BLOOM can provide candles and candle vessels, it is usually the caterer and/ or venue staff that light them and we will not therefore be held accountable for any damage caused by them.

4.3 BRIDE AND BLOOM accepts no responsibility for failure to collect, wear or use any arrangements for specific use by the bridal party, ie buttonholes or bouquets, once they have been left by our team at the relevant- and pre-agreed- venue. Any oversight to correctly collect and, for example, pin on buttonholes on behalf of the wedding party as a whole, or by an individual, remains the responsibility of said wedding party and/ or individual.

4.4 BRIDE AND BLOOM requests that we are the sole provider of floral arrangements and/ or fresh flowers and foliage décor. If you wish to add your own arrangements, please notify us. Please note, other than church flower teams, we will not work or partner with any other provider of floral décor for your event. This is non-negotiable.



5. Cake Flowers

5.1 BRIDE AND BLOOM is happy to supply flowers for your cake however I cannot be held responsible for improper use by you, the event commissioner, or your cake maker as I cannot 100% guarantee that all flowers supplied by myself are edible/ non-toxic.

5.2 While I strive to provide food safe flowers I cannot ever guarantee they are edible/ food safe.

5.3 If you would like food safe flowers, please liaise with your cake maker who may be able to provide edible options.

5.4 I am happy to liaise with your cake maker to advise on possible flowers that can be supplied. It is solely the cake maker's responsibility to use the flowers correctly on the food.

5.5 I accept no responsibility if anyone were to fall ill by ingesting any part of the flowers or section of cake that touches the flowers.

5.6 If you are DIYing your cake flowers, I take no responsibility of how they are used on the cake and any subsequent ill affects to you or your guests.

5.7 Please do not eat/ ingest any part of the flowers I supply.

6. Cancellation of the BRIDE AND BLOOM products or service

6.1 Cancellation of the BRIDE AND BLOOM products or service must be notified as soon as reasonably possible. Any Booking fee deposit paid will be retained regardless of the circumstances of the cancellation. As per term 2.2, we must receive full payment 6 weeks before the event. If you cancel your event within this time, after we have received payment from you, we will be unable to offer a refund, and will retain the full amount. Please see below for following timescales and refund amounts:

- 9 months or more before event date: Booking Fee Deposit retained, no further payment required
- 7-8months before the event date: Booking Fee Deposit retained, and an admin fee of £300 required
- 4-6 months before the event date: Booking Fee Deposit retained, and 50% of final amount payable
- Less than 4 months- up to event date: Booking Fee Deposit retained, and full amount payable



7. Postponement of BRIDE AND BLOOM products or service

7.1 A change of date to your event must be notified in writing to BRIDE AND BLOOM as soon as is reasonably possible. If I am available to provide my services for the new date, an admin charge (from £150) may be payable to re-discuss flower varieties which is especially true for events moving from early spring to late Autumn and the provision of a new quote.

7.2 In the event that I am unable to provide my services on the new date, this will act as cancellation- please see term 5.1 for charges and timescales.

8. Third party products or service

8.1 BRIDE AND BLOOM hire in many items for use in event floristry. All items are checked thoroughly and mint condition is ensured. However, if an item were to break, crack or cause injury to a 3rd party or individual then BRIDE AND BLOOM will accept no responsibility. We will provide full contact details of the hirer and from there, the dispute is to be settled between the event commissioner and the supplier of said faulty item.



9. Complaints about BRIDE AND BLOOM product or service

9.1 In the event that the event commissioner is not satisfied with the BRIDE AND BLOOM product or service, any complaints should be addressed in the first instance, and within 1 working day of the delivery date, to:

Email enquiries@brideandbloom.co

Telephone 07811 377362

Address BRIDE AND BLOOM. 3 Hanbury Park Road, Worcester, Worcestershire, WR2 4P

9.2 Because of the perishable nature of our products, the event commissioner will be advised upon delivery how to store/ care for your product and we ask that you fulfil this. Usually, the instruction will be to keep the product in a cool place, away from draft, heat or strong fumes and, if a bridal bouquet, in a cool place, kept in water until usage.

10. Social media and the use of images of your flowers

10.1 BRIDE AND BLOOM reserves the right to take photographs of your wedding flowers/ event flowers/ chosen venue, yourself the event commissioner and any of your guests during set up/ ceremony. We reserve the right to use these images across our social channels and website after your event. We will happily send you copies of the images we have taken should you require them.

10.2 Please state in writing if you do not consent to having your , the event commissioner's and/or guests photo taking and or sharing as stated in clause 9.1

10.3 We reserve the right to contact your photographer after the event to view and download some of your wedding photos. Chosen photos may include you, the event commissioner and the events guests. Photos downloaded and shared across social channels and our website will be primarily chosen for the floral content. If you do not consent to us contacting your photographer for access to your events photographs, please state this in writing to us at least 6 months ahead of your events date.



11. Disclaimer- Ill health, Acts of God or adverse weather conditions

11.1 Whilst we agree to use our reasonable endeavours to ensure that the BRIDE AND BLOOM service is fully operational and error-free we cannot guarantee this. Acts of God, sudden ill health and adverse weather conditions may affect our ability to deliver the BRIDE AND BLOOM product or service. However, in cases of adverse weather we will remain in contact with the event commissioner in the lead up to the event and, if the event is out of season, we will discuss a contingency plan with the event commissioner. We have contingency plans for such occasions of sudden ill health. If BRIDE AND BLOOM is unable to personally complete or deliver your event, then this will be completed by a trusted fellow florist, outsourced accordingly. Ultimately, we can accept no responsibility for Acts of God, sudden ill health or adverse weather conditions. If we are prevented from providing the BRIDE AND BLOOM service or product as agreed, then we can only offer a part or full refund pending works already carried out. This will be reviewed on a case by case basis.

11.2 With the rise of heatwaves, BRIDE AND BLOOM will endeavour to keep your flowers as cool as possible whilst creating in the studio. However due to their nature of flowers they will flag in full direct sunlight and or heat. We accept no responsibility for flowers that wilt due to heatwaves.

12. General

12.1 We reserve the right to supplement and amend the Terms and Conditions of BRIDE AND BLOOM product or service from time to time. We will inform the event commissioner of any changes to the BRIDE AND BLOOM terms and conditions. If you do not sign and return a copy of the Terms and Conditions as listed herewith, by paying a deposit and proceeding with the booking you are entering into a contract and therefore agree to these Terms and Conditions- ref 10.3.

12.2 Additionally, we reserve the right to suspend, restrict or terminate BRIDE AND BLOOM products or services for any reason at any time.

12.3 Verbal or email instructions by the Event Commissioner to proceed with your Flower Booking will constitute an acceptance in full of the Terms and Conditions as set out in this document.

13. GDPR

13.1 You can find a link [HERE](#) to our privacy policy. Your details are never shared with a third party and solely used for communication about your event and to keep you abreast of BRIDE AND BLOOM news and upcoming events via our newsletter.

13.2 You can unsubscribe from our newsletter at any time.