

# *the wedding party* floral collection

FAQs

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## Is the Wedding Party a set, package option for wedding flowers?

No, it's essentially a floral pick & mix of the most popular wedding flower items at fixed prices. You select the mix of items, tailored to suit your vision for your day.

## Are there consultation meetings or calls scheduled?

To be able to offer fixed cost options, we can only do this by dispensing with the need for a lengthy consultation, design and quote process. All the information needed is therefore available on our website weddings page, online shop and in this FAQ brochure.

## Are there set colour choice options?

No, you describe the colours you'd like, in one sentence. We have a gallery of bouquets we've made in the past, which gives inspiration if you need it. Examples could be, 'soft whites and greens with a touch of lilac', or 'a mix of different shades of pink' or 'a bright mix to include yellow, white, pink & blue'. It's up to you!

## How much notice do I need to give?

We need at least 21 days' notice please, to ensure we can fit in the work required around other confirmed work commitments already in the diary. For smaller elopements where only a couple of items are required, for example a bridal bouquet and groom's buttonhole, then we can often create these with just a few days' notice. It's always best to give as much notice as possible, in the same way required for all your other wedding suppliers, especially if yours is a reasonably large wedding (ie with over 75 guests) then 12 -18 months before is not unusual.







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## Can I choose varieties of flowers to include in my flowers?

One of the key ways for us keeping costs fixed for you, is that we choose all the flowers and foliage we'll use, within your colour choice. If you have a favourite flower, then please do mention this and we'll include if we can. Or if you have flowers you dislike, then again please advise us when placing the order and we'll exclude them.

## Which ribbons will you use?

We always use good quality satin or grosgrain ribbons in neutral colours, and colours that tone in with your flowers. For gents buttonholes we sometimes use twine. If you've a preference, please state at the time of ordering.

## Are you able to provide a delivery & set up service for Wedding Party florals?

Yes. When you place your order for the floral items online, unless you have selected 'Collect from Shop' we will then contact you to find out delivery addresses and the set up required, and provide a quote for this.

## When is it best to collect or have my flowers delivered?

If no set up is involved, then we suggest 2-3 hours before the ceremony. If flowers are needed the day before your wedding (eg if you're travelling) then choose this date online, but leave a note for us of the actual wedding date & time, so we pack the flowers accordingly and give you care advice to ensure they're beautiful on your day.







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## Can I mix the Wedding Party option with a bespoke item, such as a floral arch?

Yes, you can. A separate bespoke quote would be created once your Wedding Party selection order has been placed online. The bespoke quote, in this example, an arch would then include the arch plus the delivery and set up fee for your entire wedding.

## Do the Wedding Party florals have to be paid for in full at the time of ordering online?

No, you pay a booking fee (non-refundable) at the time you place your order which is 20% of the overall order value, this secures and reserves your date. We then invoice you for the remaining 80% around 6 weeks before your big day, with full payment due no later than 4 weeks before.

## Can I amend the order once it has been placed?

Yes, you can, but not within 7 days of your wedding, unless it is a very small change, such as adding a buttonhole or corsage. Larger changes, such as changes to your colour choices, cannot be made after the final balance invoice has been issued (6 weeks before your wedding), as we'll already have started to plan and order in what's needed.

## Can I transfer Wedding Party flowers ordered online to an alternative date, eg if I need to postpone my wedding?

Yes, you can subject to our availability on your new date.





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## If I need to cancel my wedding, can I get a full refund for Wedding Party flowers ordered online?

The booking fee paid at the time of ordering is non-refundable unfortunately, as by accepting your order and booking, it makes us unavailable to accept other work on that date. If you cancel, and your date is more than 28 days away, (and you have already paid the balance invoiced) then a refund will be made of the balance paid.

No refunds can be given within 28 days of your wedding, but you can transfer the booking to an alternative date (subject to availability). No refunds of the 20% booking fee can be made.

## Can I buy a gift bouquet from your website and use that as my bridal bouquet?

No, wedding bouquets are created with a lot of care and attention to detail and constructed differently from gift bouquets designed to go in vases. They are significantly lighter and the stems shorter, so they are comfortable to hold and carry and look good from all angles.

## What if I still have questions?

Please either call the shop on **0131 229 1951** or if you prefer email: **[enquiries@snapdragonedinburgh.com](mailto:enquiries@snapdragonedinburgh.com)**

