



## WEDING FLOWERS BOOKING FORM

Thank you for choosing LÖV Flowers as your wedding florist.

Now that you've paid your deposit and secured your wedding date, the next step is [to read our Wedding Flowers Terms and Conditions](#) (page 2-3 below), and fill in the form below. You can then save it to your computer and email it back to us, please.

I'm looking forward to working with you, and please don't hesitate to get in touch if you have any queries.

Anna x

Names \_\_\_\_\_

Address \_\_\_\_\_

Date of wedding \_\_\_\_\_

Venue \_\_\_\_\_

E-mail \_\_\_\_\_

Phone \_\_\_\_\_

I agree to LÖV Flowers Terms & Conditions

I agree to my details being stored up to my wedding date and for 12 months afterwards. Your details will not be shared with any third parties.

Signed \_\_\_\_\_

Please return your completed booking form to [contact@lovflowers.co.uk](mailto:contact@lovflowers.co.uk)

## Wedding Flowers Terms & Conditions

### Deposit

To secure your wedding date with us we ask for a 30% deposit. This deposit is non-refundable and is deducted from your final wedding flowers invoice. Once we've received your deposit, your wedding is booked with us. Prices and dates are secured unless stated otherwise.

### Quotation & Payment

You will receive a quotation for the cost of your wedding flowers after your initial free consultation. All quotes are valid for 30 days. You are free to make changes to your order up until 30 days before your wedding date. Payment is required in full at least 14 days before your wedding date. If payment is not received 14 days before your wedding date, 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, death, serious family illness or tragedy all money paid by the client will be repaid. LÖV Flowers 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 LÖV Flowers 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 LÖV Flowers has placed the order of your wedding flowers, and the order cannot be cancelled.

### Postponement or Cancellation due to viral outbreak

LÖV Flowers value the health and welfare of our clients and this is our policy regarding a postponement or cancellation due to a viral outbreak. If you are postponing your wedding, please check availability with us if we already have a booking for your new date, as your booking fee is non-refundable. 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. If the postponement/cancellation is prior to ordering your wedding flowers, LÖV Flowers 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 LÖV Flowers 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/foilage. However, if they are unavailable or of poor quality at the time of placing your flower order, we will use suitable alternatives which match closest to your requirements. All fresh flowers are subject to availability and undergo stringent quality checks.

**Hire of vases, china, candelabras etc.**

Charges will be made for any damage to glassware/china 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 LÖV Flowers at all times.

**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. LÖV Flowers accept no responsibility for any resulting health issue which may arise from magnets and pacemakers or ICDs.

**Photographs**

LÖV Flowers reserve the right to take photographs of flowers and the setting prior to the event which may be used for promotional purposes.

**Responsibility**

LÖV Flowers 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.

**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.

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.