

Terms + Conditions

This quote is valid for 7 days. During this time we will put a tentative hold your wedding date. After 7 days your tentative hold will be released to the next waiting client, should you not complete a booking by this time.

Booking Confirmation

To confirm your booking, a 30% non-refundable booking fee is required. No booking is confirmed until this has been received into Cellophane Flowers's nominated bank account, and you have received your booking confirmation email and receipt.

Minimum Spend

Our minimum spend(s) is/are as follows;

\$185 for bridal party, \$150 for ceremony and \$200 for reception. These minimums apply to flowers only and are not inclusive of delivery or set up fees.

Cancellations

You must notify us in writing for any cancellations. Booking fees will not be refunded for any cancellations (including force majeure). In the unlikely event that we need to cancel your booking, we will notify you in writing asap and refund all monies paid.

Changes

You are welcome to make changes and additions as needed to your order. No changes will be acceptant after one month prior to your wedding date. Once a booking has been confirmed, we cannot accept reductions to the original total quote. Any changes that result in a reduction in the original quoted amount can be distributed to other areas of your wedding as a credit.

Final Payment

All weddings must be paid for in full, no later than 4 weeks prior to your wedding. If your wedding order is not paid in full at that time, your order will be cancelled and all paid funds retained by Cellophane Flowers.

Non-Transferable

Bookings are non-transferable. Should your wedding date change, your booking will be void, canceled and all monies will be retained. We cannot guarantee availability of new dates.

Consultations

Cellophane Flowers do not offer face to face consultations. You are welcome to book in a phone consult. These take place on Mondays and Tuesdays between 12pm - 2pm.

Unreasonable Exceptions

Should you make unreasonable/excessive demands of Cellophane Flowers and/or any of it's staff, we reserve the right to cancel your booking, returning your full booking fee.

Seasonal Availability + Substitutes

Cellophane Flowers will make every effort to deliver flowers exactly as ordered. As we are dealing with nature, produce/flower types/ and colour may vary. We reserve the right to make substations if required, and we will also ensure they are keeping within your style/colour palette/size/shape and of the same equal value. Cellophane Flowers accepts no responsibility for slight variations in flower colour, shape and size and no refunds will be issues based on slight adjustments to these conditions.

Personal Liability

Cellophane Flowers cannot be held liable for emotional, physical or financial distress due to any unforeseen circumstances in any event beyond our control.

Seasonal Surcharge

In order to cover seasonal increases, a 20% surcharge applies to the total value of all weddings that fall one week either side of major floral events, including but not limited to Valentines Day, Mothers Day, Christmas.

Client Responsibilities

It is the responsibility of the client to ensure all venues and coordinators are notified of our intended delivery and items of delivery, to ensure they meet the venues own terms and conditions. Cellophane Flowers cannot be held responsible for last minute changes to your designs and set up due to venue restrictions.

Acceptance of Goods

Clients (or their nominated persons) will be required to personally accept deliveries for Bridal Party flowers. Bridal Party Flowers will not be dropped off at reception, venues or churches.

Delivery + Confirmation of Order

The week prior to your wedding, we will notify you in writing of your delivery schedule, including delivery times, items in your order and their respective delivery locations and addresses. You will be required to confirm the delivery schedule via writing/email. We will not take responsibly for items delivered to wrong locations after this confirmation. We cannot cater to specific delivery times. You must also allow a 30 minute window either side of the confirmed delivery time. We are not liable for late deliveries due to heavy traffic and or traffic accidents

Pick Up Orders

All pick up orders will only be handed over to the Client (or their nominated persons). You will be required to sign for the goods and accept the condition that they are presented in. You will be advised of best transportation and storage practices. We cannot be held responsible for any flowers once they have left our studio.

Self-Set Up Orders.

Clients are welcome to have their cermeony + reception flowers delivered alongside their bridal party flowers for a family or friend to set up. In this instance, the client will be supplied with the relevant mechanics for self set up (such as zip ties) and a 'How to' sheet and advise on best transportation and storage practices. Cellophane Flowers will not supply incidental tools that apply to each venue, such as step ladders. Cellophane Flowers cannot be held responsible for any flowers, or their set up, once they have been handed over to the client. The client (or their nominated persons) will be required to sign for and agree to the acceptance and quality of the goods on delivery.

Force Majeure / Acts of God

Cellophane Flowers will not incur any liability or penalty for non-fulfillment of services due to delays caused by, but not limited to, state of war, riot, civil disorder, fire, flood, traffic accidents, equipment breakdown, actions of government or civil authorities, natural disasters, extreme or adverse weather conditions, attacks and any acts of God or other causes beyond the control of Cellophane Flowers.

Limited Liability

Cellophane Flowers will take the utmost care with respect to design, transportation and delivery of your wedding flowers. The limit of liability shall not exceed the contract price stated in this agreement

Personal Liability

Cellophane Flowers cannot be held liable for emotional, physical or financial hardship due to any unforeseen circumstances in any event, beyond our control.

Complimentary Items

Complimentary items such as the Throw Posy or Cake Flowers are not exchangeable for other items or redeemable for cash or discount.

Acceptance of Terms and Conditions

By paying your Booking Fee, you agree to these terms and conditions.



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