

Booking Fee

To secure your booking with Lovely Bridal Blooms, you are required to pay a \$500 booking fee, or \$250 booking fee for bouquet package only. This is non-refundable and cannot be transferred. Dates are not held without a booking fee payment. Booking fee needs to be paid within 2 days of both parties signing the contract. Final balance is due 2 weeks prior to the event. Non-payment will result in automatic order cancellation and non-fulfilment of order.

Minimum Order

Our minimum orders are as follows.

\$1000 for bouquet package only with Sydney Metro delivery. - if adding in a ceremony or reception package to a bouquet package, the minimum spend on bouquet package reduces to \$299 plus delivery

Adding a ceremony package is \$650 minimum spend, plus delivery and installation.

Adding a reception package is \$850 minimum spend plus delivery and installation.

\$2000 for reception/ceremony decorations only (i.e no bouquet package in your order) plus delivery and installation fees in Sydney metro area. Our classification of Sydney Metro is all of Greater Sydney including Hawkesbury region to Wisemans Ferry, Berowra, Blue Mountains to Katoomba/Mount Tomah, and down to Campbelltown/Engadine.

\$3500 plus delivery and installation fees for all out of Sydney areas which are any areas out of the above-mentioned Sydney region to Wollongong/Kiama/Southern Highlands/Lithgow/Bathurst/Central Coast orders.

\$5000 plus delivery and installation fees for Canberra/Hunter Valley/Newcastle .

Minimum orders are increased for event weeks (Mother's Day/Valentines Day) There is an event surcharge for these weekends for some orders that want in demand flowers, package bundle discounts do not apply to event weeks.

Liability

Lovely Bridal Blooms is insured for 10 million public liability. A certificate of currency can be provided to your venue upon request.

Cancellation/Order Reduction

As above, cancellations will forfeit the booking fee. If you cancel once your order has been finalized and full payment has been made, we offer no refunds or credits. Orders can be changed as needed; you cannot reduce the total order by more than 20% of the original booked quote, or below our minimum spend if less than 20% on finalizing your order.

You may add to your order as needed, we have limited spaces for adding in reception and ceremony installations.

Pandemic affected weddings may reduce their order by up to 50%, if restrictions are introduced for their wedding date. If a refund is agreed to by both parties for a pandemic affected client, where the order has been fully paid, but the wholesale flowers have not been ordered and collected. This refund will be less the non-refundable booking fee paid, and less a 30% administration fee.

Bridezilla Clause-

If you make unreasonable/excessive demands on Lovely Bridal Blooms, we reserve the right to cancel your booking, no later than 1 month prior to the booked wedding date, returning your full booking fee.

Change of Date/Postponement

If the event has a change of date/postponement where possible we will accommodate. However, if the new date does not align with our current bookings, and you choose to cancel, you forfeit your

booking fee. Quoted prices will be honoured if your new date is within 6 months of your original date. After this your order will be rebooked at our current pricing.

Consultations

We offer up to 2, free of charge, 1-hour consultations at our Wilberforce studio after booking. We do not offer sample bouquets/centrepieces etc.

Availability and Sizing

Occasionally due to circumstances out of our control, an ordered flower or colour be unavailable. If this occurs, we will substitute to the closest colour/flower. Vases/containers for ceremony and reception decorations maybe substituted for a similar item if the original shown in your order is unavailable. The bouquet sizes quoted are a guide. Your actual bouquet may be slightly larger or smaller, depending on the size of available flowers.

Hire Items

Client will return all hire items to our Wilberforce studio within 4 days of event, in an undamaged condition. Client agrees to pay for replacement items if hire items are not returned or returned damaged.

Weather & Third-Party Suppliers

Any third-party arbours, structures or hardware we deem to be unsafe or unfit to work with will not be used at our discretion. All our hire arches are weighted or pegged into the ground, but if it is extremely windy, we may decline to set up a hire arch outside if we think there is a risk it may fall and damage persons or property.

We will not work higher than 4.5 meters from the ground.

We will not setup outside during a lightning storm - to ensure the safety of our staff.

Delivery and Venues

Delivery of Bouquets/Buttonholes must be to a home address or hotel where Bride, Groom or designated signee is getting ready so they can approve and sign off on the order.

Delivery runs start from 8.00am on Weekends and 10.00am on Weekdays.

Events on public property like a beach or a park, we will need a copy of the council permit, we will not setup in a public area without the couple having a valid permit if council requires it. We will not setup arches etc. on public areas if not allowed on the council permit.

We request 90 mins access times to your venue prior to start time, if less than 90 mins is available, we may have to bring more team members onsite to complete work on time, which will increase your installation costs.

Removal of Florals

Client understands and acknowledges that it is their responsibility to remove any remaining florals/candles/vases etc. from their venue at the end of the event. Unless they have engaged Lovely Bridal Blooms to repurpose items/bump out items.

Freshness and Care

Lovely Bridal Blooms will provide all ordered items in excellent fresh condition. Client acknowledges that wedding flowers are a fresh and delicate item, and mishandling/mistreating them will cause damage, wilting and bruising. Lovely Bridal Blooms will provide care and handling instructions prior and on delivery, not following these may cause premature damage to your ordered flowers. Lovely Bridal Blooms cannot be held liable for emotional, physical or financial distress due to any unforeseen circumstances in any event beyond our control.

Lovely Bridal Blooms will not incur any liability or penalty for non-fulfilment of services due to delays caused by state of war, riot, civil disorder, fire, flood, traffic accidents, equipment breakdown, pandemics, actions of government or civil authorities, natural disasters, terrorist attacks and any acts of God or other causes beyond the control of Lovely Bridal Blooms.