



EVENT AND WEDDING FLOWERS

Terms and Conditions

1. BROOME FLORIST RESPONSIBILITY

It is the responsibility of Broome Florist to complete the following duties:

- Assistance with colour schemes and flower choices, as well as arrangement, construction, style, structure and theme ideas if required.
- Email communication.
- Phone communication where necessary.
- Construction of flower arrangements as per final invoice.
- On day delivery, set up and dismantle if required.
- Treating your event with priority and respect.

2. CLIENT RESPONSIBILITIES

It is the responsibility of the event client to complete the following duties:

- Make payments on time as per agreement with Broome Florist.
- Submit all final changes that affect the flower order, no later than four (4) weeks prior to the event
- Submit all final changes that affect duties of the florist, in email, to Broome Florist no later than seven (7) days before an event.
- The client assumes all responsibility for the condition of the event flowers order, and other hired and purchased goods, after delivery to the venue or client pickup from Broome Florist.
- The client acknowledges that, unless they have paid for a pack-down service, they are responsible for the clean and prompt return of all hired items to Broome Florist within three (3) days of their event.

3. ACCEPTANCE OF TERMS & CONDITIONS

- By booking an event with Broome Florist and paying the 50% non-refundable booking fee required, the client hereby unconditionally accepts the terms and conditions listed.

- Broome Florist Terms and Conditions may be changed without notice.

4. EXCLUSIVITY POLICY

- Broome Florist shall be the exclusive florist retained by the client for the purpose of providing floral design and flowers at their event.
- Broome Florist is not a wholesale company and will not provide flowers for clients DIY purposes.

5. CONSULTATIONS & QUOTES

- Broome Florist require an upfront \$150 consultation fee. This consultation fee is non-refundable under any circumstance and will be taken off the final invoice amount. The consultation fee will be forfeited by the client to cover time & resources spent on preparing the quote if the client does not proceed with the order.
- After client completion of the wedding consultation form & \$150 consultation fee, Broome Florist will supply a quote based on the clients requirements which will be valid for fourteen (14) days. If the client does not respond to the quote within the validity period, the day will reopen for other potential clients which.
- Quotes can be revised a maximum of two (2) times before a \$50 per hour, non-refundable/non-deductable administration fee will be charged.
- After the quote has been confirmed by both the client and Broome Florist, the client is required to pay 50% of the balance to secure the order.

6. PAYMENT INFORMATION

- The preferred method of payment to Broome Florist is via direct debit or credit card. Broome Florists bank details can be found at the bottom of each invoice. Cash payments are accepted. Cheque payments are not accepted.
- Final payment of the balance of the client's invoice is to be received approximately four (4) weeks prior to the event date. Broome Florist is not responsible for contacting or reminding the client of the final payment date.
- Broome Florist will not order the event flowers or complete any arrangements without final payment. Delayed final payment, resulting in a late flower order, may result in missing out on the desired flower varieties. Broome Florist will not be held accountable for disappointment or dissatisfaction due to substitution caused by late payment.

- Event flowers will not be delivered unless final payment is made. Failure by the client to make the final due payment as per invoice due date is sufficient cause for Broome Florist to cancel the event and payment forfeited to Broome Florist.

7. HIRED ITEMS

- The client is responsible for the safety and cleanliness of any items hired from Broome Florist. This may include but is not limited to, vases, candle holders, glassware and framework for floral installations.
- It is the responsibility of the client to ensure the safe return of any and all hired items to Broome Florist.
- Broome Florist holds no responsibility for outsourced items either purchased or hired by the client from another vendor or business.
- The client is responsible for the cleanliness or removal of stickers & packaging from their own items supplied to Broome Florist. If Broome Florist is required to clean, remove stickers or packaging from the items, there will be a cleaning fee of \$50 per hour charged.

8. FLORAL INSTALLS & PERMISSIONS

- It is the responsibility of the client to liaise with their chosen event venues regarding the construction of floral installations and hired items that may cause damage to the property. This includes but is not limited to items such as open flame candles, stakes into the ground (particularly grass) and hanging instalments on existing beams and structures.
- The responsibility remains with the client to seek permission on behalf of Broome Florist to complete any hanging, suspended or other uncommon floral installations at the event venue.
- Broome Florist will not be held responsible or liable for any instances where work cannot be completed due to a lack of permission or lack of safety at the venue.

9. PHOTOGRAPHY

- Broome Florist retains the right to photograph finished work which may be used in self promotion, advertising, magazine submissions & other publications related to event advertising.

- Broome Florist agrees to hold off from uploading any images to social media until after the event start time.

10. SETUP AND DELIVERY

- Times outlined for setup (often referred to as “bump in”) and packdown (often referred to as “bump out”) are outlined and given as approximates. The client understands that while we endeavour to arrive within the one (1) hour window specified; for reasons out of our control these are not always achievable.
- Set up and delivery fees vary depending on area and work involved. Broome Florist reserve the right to refuse set up of certain areas or beaches that are difficult or unsafe to access.
- It is the client’s responsibility to check if permits are required at their event location. It is also the clients responsibility to check tide times & accessibility to event location.
- Collection of hired props is included in the set up price within the Broome & Cable Beach area, including homes and resorts. Broome Florist is not responsible for removal and relocation of hired items during the event. It is the client’s responsibility to ensure the items are left at the final event location for collection after the event.

11. CANCELLATION AND REFUND POLICY

- In the unfortunate event that your wedding is cancelled, Broome Florist requires a minimum of Thirty (30) days notice from the client. All cancellations are to be made in writing from the client to Broome Florist by way of email.
- On cancellation of the event; the client will receive a refund of the balance of monies paid, less the \$150 consultation fee, less the non-refundable 50% booking fee amount & less any non-perishable items purchased on behalf of the client for their event (such as vases, ribbons and other non-perishable items). Additionally, a fee of \$50 per hour for time incurred in meetings, mock-ups, emails, planning and sourcing made by Broome Florist for the event will be applied. These additional costs are considered liquidated damages to Broome Florist in the event of a terminated event by the client within 30 days of their event.
- Refunds will not be given for minor changes in floral type or appearance. Desired flowers may need to be substituted or have a different appearance to expectations; this is the implication of working with natural and perishable items.

- Broome Florist may offer the client the ability to put the order on hold and postpone the full order to another day, if sufficient notice is given to allow the date to be filled by another client. This will be at the discretion of Broome Florist.
- Strictly no refunds or postponements are extended to the client on orders cancelled within 30 days of the event.
- There are no refunds for reduction or cancelled individual items within 60 days of the event. Flowers for those items will be utilised to upgrade the arrangements going ahead.
- As of November 2022, no partial or full refunds will be offered as goodwill for events cancelled or postponed due to Covid19 related issues such as border closures. All events will be treated under our cancellation policy.

For further information or to query any of our terms, please contact us via email:
weddings@thebroomeflorist.com.au

