

Wedding Bookings Terms and Conditions

Wedding Consultations

We offer a free home or wedding venue consultation service and after your order is placed you can contact us as many times as you wish by telephone or email to discuss any changes or issues that you may have. If you require further visits in person this may incur extra charges to cover travel costs.

All Wedding consultations are by appointment only.

Deposit

When a wedding date is booked we charge a non-refundable 20% deposit. This saves the date. If you decide to postpone your wedding we will hold your deposit until your wedding goes ahead. However, this may incur a rearrangement fee. Payment of your deposit is an acknowledgement of the Terms and Conditions set out here.

Quotation and Payment

No wedding or event is booked until the deposit has been paid. Quotes are valid for 30 days only. Once the deposit has been paid then the prices and dates are secure unless stated otherwise.

A quotation for the cost of your wedding flowers will be sent to you after the initial consultation, this is a guide price as you may make changes closer to the wedding day in terms of type of arrangement and quantity. Payment is accepted by card, cash or direct payment via internet banking, we are sorry but cheques are not accepted.

Payment in full is required at least 14 days before the wedding. If this payment is not made then we will assume that the wedding is cancelled. Fays Flowers (Gloucester) are not obliged to offer any compensation for inconvenience caused due to non-payment of the balance.

Cancellations

In the event of a cancellation, the deposit will not be refunded. Complete cancellation of the wedding must be advised in writing.

Availability of Flowers

Whilst we will do our best to make your wedding arrangements using the agreed flowers, unfortunately there are times when a particular flower may not be available, in this scenario we will choose the most suitable flower that is available to replace it, note also that the shades of colour can also vary greatly throughout the seasons.

Hire/use of vases, crates etc

We charge a refundable deposit of £100 for this service.

Charges will be made for any glassware returned cracked, chipped or broken. Replacement of goods will be charged to you at the current purchase price, it is then the responsibility of the hirer to reclaim any of these costs from the venue if the venue was at fault. The same will apply if something is not returned.

Anything that you hire will become your responsibility from the time they are received at your venue, and up until the time that they are collected, we will collect from the venue in most cases the next day but in all cases no more than 3 days after the wedding.

Goods will always be collected from the address that they were delivered to.

Equipment hired (jugs, bottles, vases, plinths, candelabras, etc) remain the property of Fays Flowers (Gloucester) at all times.

Photographs

Fays Flowers (Gloucester) reserves the right to take photographs of flowers and the setting prior to the wedding which may be used for promotional purposes.

We may also offer you an option to sell to us any of the images displaying the wedding flowers that may have been taken on the day for use on our website. There is no obligation for you to do this.

Responsibility

Fays Flowers (Gloucester) accepts no liability for injury, loss or damage to the hirer or any third party of any equipment hired for use at the event.

Delivery

Delivery is free of charge for any wedding order over £250.00

We will deliver to up to 2 locations, usually the Bride and Groom homes or the Bride/Groom and the wedding venue.

We reserve the right to charge for delivery if delivery is required to more than 2 locations or if the delivery location(s) are outside of the Gloucestershire area.