

FORBESFIELD

MMXII

TERMS & CONDITIONS 2023

89 High Street

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Words: Beth Forbes- Simpson

Floral Design: Beth Forbes- Simpson



T&C's Image by [Francesca Hill](#)

OUR TERMS OF BUSINESS and the small print.....

PLEASE READ.....

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The Money Side of Things...

- The prices given in the initial quote are not final prices and are subject to change according to choices made in further meetings. Should this be the case, you will always be provided with a revised quote reflecting the changes.
- No names and/or dates can be confirmed in the Forbesfield diary until the £250 non-refundable booking fee is paid. £150 of this covers our meeting, admin and research costs. The remaining £100 is deducted from your balance (Forbesfield Flowers 20-18-27 93668924).
- By paying the booking fee you are agreeing to these terms and conditions of business as laid out here.
- Full payment of the balance is due 3 weeks before the wedding date at the very latest. Payment is preferably via BACS as detailed on your quote or in emails, although we can accommodate card payment although they are subject to a 2% surcharge. We cannot place your flower order without final payment and late payment can compromise your flower choice.
- In the event of the wedding being cancelled within 4 weeks of the date, you are liable to pay 50% of the final balance. For any cancellations made within 3 weeks of the wedding, Forbesfield will retain 100% of the balance paid.
- In the case of the latter, you would of course be entitled to your flowers should you choose to take them.
- Weddings due to take place during high season* but cancelled within 12 weeks of the wedding date are liable to incur a 'Loss of Opportunity' charge which equates to 35% of the total wedding cost.

*between May and September

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- Flower budgets cannot be cut by more than 25% of the cost quoted at the point of booking. Any agreement or decision made otherwise by us, is entirely at our discretion and based on individual circumstances and would be considered a gesture of good will.
- Any reduction to budget cannot breach our minimum order value of £1500.
- New Years Eve weddings and Christmas period bank holiday weddings will have delivery, set up and breakdown of the wedding charged at double standard rates to cover bank holiday staffing.

The Flower Side of Things.....

- Forbesfield reserves the right to substitute a flower type or colour on the grounds of non-delivery or poor quality. Please be assured that this is only ever done with the best interests of the wedding party in mind, and we will always choose the most suitable and appropriate substitute.
- Flowers and foliage are living products, and whilst we can account for 99.9% of their behaviour and characteristics, natural variations in colour and size can occur and this is beyond our control.
- Final choices and decisions on floral decoration and design, including any prop hire, must be made 6 weeks prior to the wedding date so that paperwork can be finalised and invoicing can take place.
- We are a foam free company, meaning that we do not use floral foam in any of our design work in line with our green commitment. We also use seasonal and locally sourced products which are also ethically sound to the best of our knowledge.

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The Props, Glassware & Vases Side of Things.....

- Any props etc hired must be returned within 5 working days of the wedding date or they will be charged at full replacement cost.
- Any breakages or damages will be charged at full replacement cost. Your quote will make it clear as to what the amount is in your particular circumstances.
- All items are your responsibility and supplied at your own risk, from the time of delivery to your appointed venue/receiver.
- We cannot be held responsible for any damage sustained as a result of breakages to our glassware and/or props whilst they are out of our possession.
- A £250 security deposit is payable, upon payment of final balance, on any glassware on hire. This will be returned to you on safe receipt of all glassware.





Image by [Bethan Miller](#)

The General Side of Things.....

- All personal information is treated as highly confidential and kept secure to comply with UK Data Protection. We will never pass on your details to a third party.

- We will not be liable or responsible for any failure to perform or delay in performance of any of our obligations that arise as a result of situations or events beyond our control, namely....

- Fire, storms or floods.

- Pandemics - Covid 19

- Strikes and industrial action or impossibility of use of transport

Please note that this list is not definitive.

- We retain the right to terminate this contract for the following reasons....

- In the event of failure to pay in a timely manner as laid out in this document.

- In the event of failure to finalise wedding flower choices by the 6 week deadline as listed in the above section.

- In the event of a breach of any other contractual obligations at the clients end.

- Forbesfield reserves the right to use your wedding images on their website and social media platforms, unless an agreement has been made in advance with our clients.

- Forbesfield will be the only floral designer used at the wedding or event, unless it a collaborative piece with another designer which has been previously organised and agreed between the parties involved.

However, please be assured we will always go above and beyond in all circumstances to deliver and to provide the level of service you have hired us for and expect from us here at Forbesfield.

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Recent Update Regarding Covid-19

- We will always do our very best to accommodate any changes of wedding dates that occur as a direct result of Covid-19 .
- All deposits paid are non refundable in the event of the the wedding day being cancelled.
- We are happy to hold deposits and carry them over to new dates.
- In the event of a return to a lockdown situation, once a flower order has been placed the client will still be liable for that cost, and any work undertaken up until and including that time. Namely, design work, re-writes of proposals, phone-calls, emails & any time spent dealing directly with the client needs and booking.
- We endeavour to refund any money from the balance payment, should the wedding be cancelled due to Covid-19 within three weeks of the wedding date once the above deductions have been made.
- We will always enter into discussions that may require compromise of both parties - both Forbesfield and client- to re-organise wedding dates as a direct result of Covid-19, doing our best within the restraints of our own business needs to ensure that our clients are satisfied.



And Lastly....

Sorry for that boring bit but it's important that we all know where we stand. Now, let's go on with making you the most spectacular wedding flowers and creating a day never to be forgotten.

Warmest wishes

Beth

Beth & The Team at Forbesfield

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Image by [Whisper Charlie Met Hannah](#)

T&C's

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