

TERMS & CONDITIONS

WEDDING FLOWERS & DECOR BY TAMARYN'S TREASURES

BOOKING

DEPOSIT/BOOKING FEE - Your booking is guaranteed as soon as we receive your 30% deposit payment. This booking deposit is non refundable. We accept bank transfer and paypal.

VENUE FEES - If your venue charges vendors and suppliers a fee, please note that we will pass on these charges to you as the client directly.

FINAL DETAILS

FINAL APPOINTMENTS - Final appointments can be held in person, on the phone and virtually. If you are happy to send us your final revisions on email then this is perfectly acceptable. We usually hold this appointment around 6-8 weeks before your wedding. During this meeting we can finalise numbers, designs and decor aspects of the day. We ask that any hired items are committed to at the beginning of the process but if you have any requests to change them then we will try our best to fulfil these. Please notify us as early as possible.

No reductions to the order can be made after the balance has been paid.

FINAL INVOICE - The final invoice will be issued to you after your final appointment. Full payment must be received no less than 4 weeks before the event. Tamaryn's Treasures reserves the right to cancel any wedding flowers/decor, if payment is not made by this date. We are not obliged to offer any compensation for inconvenience caused.

AMENDMENTS - Once flowers have been confirmed, any subsequent changes made to a wedding order must be submitted in writing by the bride, groom or appointed acting party. We will order your wedding flowers approximately seven to ten days before your wedding date, dependent on type of flowers chosen. You will not be allowed to make any significant changes after the order has been placed without additional fees. We will, however try to make small changes where possible to accommodate your needs.

Items can be added on as long as they are in stock.

ON THE DAY

SET UP - Tamaryn's Treasures will personally deliver and set up your flowers and decor unless otherwise agreed.

PRODUCT AVAILABILITY - Whilst we make every possible effort to provide exactly what we have previously agreed, including exact varieties of flowers, supply issues do occasionally occur. In this instance we reserve the right to make substitutions, all expertly chosen by our highly skilled florists or stylist, in keeping with your colour scheme and theme.

Flowers are a natural product and colour variations may happen.

CANDLES - Tamaryn's Treasures accept no responsibility for any damage caused by flames or lit candles at an event once we have left the wedding set up. We will check all candles are safe at

the time that we leave your event set up but we can take no responsibility for guests and other people that interfere with the design in any way.

CUTLERY, CROCKERY & GLASSWARE - Tamaryn's Treasures do not take responsibility for the setup of crockery, glassware or cutlery, unless the hire of these items have been arranged by us as part of your wedding design.

FAVOURS & STATIONERY - We will not take responsibility for the setup of favours and stationery that we have not provided unless otherwise agreed.

FLOWER CONDITIONS - Fresh flowers are prone to wilt prematurely in hot weather; every effort will be made to maintain the quality of the flowers but this cannot be guaranteed for the duration of your event.

DISTRIBUTION - Whilst we will endeavour to deliver your bouquets to your room and pin buttonholes on the relevant people, Tamaryn's Treasures accepts no responsibility for failure to collect, wear or use any arrangements for specific use by the bridal party, i.e. buttonholes or bouquets. Any responsibility to correctly collect these items remains that of the wedding party and / or individual.

OUTDOOR CEREMONIES - We reserve the right to remove any unsafe items that were previously intended for inside.

TIMINGS - Whilst we endeavour to arrive / deliver at a previously agreed time, we cannot be held responsible for any unexpected events that may occur that are beyond our control.

CONCERNS- Should you have any issues with any decor or flowers on the day, please notify us as soon as possible so that we can try our best to rectify the issue.

BROKEN GLASS - We are not responsible for injuries or damages sustained as a result of broken glass or materials. Liability is limited to replacement of supplied goods and no responsibility will be accepted for any consequential loss.

HIRED ITEMS

PROPS - Items hired from Tamaryns Treasures (such as vases, containers, props) shall at all times remain the property of Tamaryns Treasures. You are responsible for the goods during the hire period from the time of delivery until the goods are accepted back into the possession of Tamaryns Treasures. You are fully responsible for any missing or broken items

OUTDOOR CONDITIONS - Our items are not permitted to be used outside unless previously agreed. We cannot accept responsibility for any of our items that are used outside should they be damaged, soiled or affected by weather conditions after we have left them e.g. aisle runners becoming extremely wet or soiled.

THE NEXT DAY

No items may be removed from the venue for any reason.

COLLECTIONS - We will endeavour to collect at a time that suits your venue, however, collections the same evening will need to be arranged at the time of booking and may incur an additional fee.

CHARGER PLATES - All charger plates hired must be returned to us reasonably clean. Please note that charger plates cannot be used as dinner plates.

STOCK DAMAGE - Severe damage of hired goods will be charged at full replacement value. Substitute items will not be accepted and all damaged items will still remain the property of Tamaryn's Treasures.

CANCELLATIONS

Bookings are transferable to another date (subject to our availability). In the event of a cancellation, all payments made remain ours.

Cancellations within 1 month of the wedding date remain payable in full. After we have received payment from you, we will be unable to offer a refund, and will retain the full amount. A minimum of 1 months' notice is required for all date changes.

For any bookings postponed, kindly note that prices will be subject to change and a new quote may need to be reissued.

Any booking fee paid will be retained regardless of the circumstances of the cancellation.

REFUNDS - Once the invoice and any instalments have been paid, refunds will not be issued. No refunds or credits will be issued for any items that are unused. Cancellation by Tamaryn's Treasures will result in an offer of a refund of the deposit together with any funds already paid.

COVID-19 POLICY - Should you need to postpone your wedding date due to Covid-19 we will try our best to accommodate your new date. Your booking fee will be moved to your new date. If we are not available for your new date you will not receive your booking fee back as it has paid for services already received (Your consultation and admin time spend putting the proposal together)

INSURANCE - Tamaryn's Treasures holds full public liability insurance.

PHOTOGRAPHS - Please be aware that we will take photographs of our work. We may also liaise with your photographer to acquire any photographs which feature our work. These images may be used for our portfolio, website, and any marketing materials/collateral. Photos taken by us of your arrangements remain our property. Our photos are not to be reproduced, copied or edited in any way by you or any third party without our prior permission in writing to do so. Photographer's credits will be given where possible.