



WEDDINGS

at The Flower Shop

108a Wolverhampton Road, Codsall, Wolverhampton, WV8 1PE

Tel: 01902 843763

To help answer any questions you may have, below is our wedding terms of supply.

This explains what services can be provided to enable us to make your day special.

Price & Payment

All quoted prices remain fixed once your booking deposit is received and include vat at standard rate. A non-refundable booking deposit of £100.00 secures your date with Weddings at The Flower Shop Ltd, which will be deducted from your final balance. Any amendments made to your style and/or flower selection may change your quoted prices. You will receive a confirmation receipt acknowledging our receipt of your booking deposit of £100.00.

Final payment is due 7 days prior to the date of your wedding. For orders fully confirmed and finalised a 5% early payment discount is offered when the balance is paid in full by 1 month prior to your wedding date.

Please note: The preferred method of payments is BACS/online banking. If you could quote your name and wedding date within the reference of your payment. This makes it easier to allocate.

Sunday Weddings & Bank Holidays

Weddings that are being held on a Sunday or a bank holiday will have an additional charge to cover costs. On your quote your prices per item will show as standard and the additional charge will be calculated on your final bill. The charge is calculated as 35% of your total order and will be shown as a separate listed item.

Setup costs

If there is a setup cost applicable to your order it will be listed on your quotation.

Products on a hire basis

The use of products on a 4 day hire basis to enhance your wedding day requires that a security deposit will be held prior to the wedding day. The security deposit will be calculated on 50% of the hire cost. This will be returned immediately upon the return of our products on the understanding of no breakages. We can arrange collection of your hired items from your venue. Prices are from £5.00.

Contact

We will manage your wedding through all the planning stages ensuring that your flowers are arranged and delivered as per your instructions and will contact your venue co-ordinator and relevant persons to co-ordinate your special day. We communicate via face to face meetings in the shop, Email, Text, Facetime, WhatsApp video & messages and Zoom. During the planning stages we use your Pinterest board as reference and share images via Whatsapp.

Delivery costs

During your consultation we will gather all information relevant at that point to ascertain if a delivery charge to your venue and/or church is applicable to your order.

No charge will be made to deliver your bridal flowers. Additional deliveries requested or deliveries outside of our area will be chargeable in line with the standard delivery charges. We offer a pick up and move on service for displays. I.e removing your items from church and setting them up in your wedding venue. Prices start from £25.00 for this service.

Your order

A final order and delivery schedule will be issued prior to your wedding. This is confirming your order, final quantities and any instructions you have made as to the destination and time parameters for each delivery. We require that you check this carefully as this forms part of the worksheet for your day. We will not accept responsibility of your order for errors arising from yourselves not checking your order correctly and advising ourselves prior to your wedding day.

Delivery on the day of your wedding

As agreed on your final review and as per your paperwork we would have provided you with an estimated time. We endeavour to meet this time. However, if there are on the day delays in traffic, loading/unloading that we could not of predicted we will call your venue to update them with the revised arrival time. Any significant delay we would add an extra member staff to out setup team to recover the time needed for the setup.

On the day of your wedding, we require a signature from you to confirm delivery. If you would rather this be a member of your bridal party please forward there contact details prior to your wedding date, so we can arrange contact.

Advise all the relevant members of your family of the times that we have arranged for the delivery of your flowers to each respective address.

How are my flower delivered?

Your order is boxed and presented ready so when we arrive at your delivery address they can be placed in your dressing room and the buttonhole board is presented where your bridal party can collect and select their buttonhole. Where relevant we label each buttonhole/corsage to ensure each member of the wedding party wears the correct floral. Pins are attached with each buttonhole and ladies corsages (where relevant) are supplied with magnets.

Substitutions

During our planning meetings, we will make you aware of any predicted problems with a specific flower variety that we have been made aware of that is relevant to your order. Should we experience difficulty in obtaining a specific flower/sundry item we reserve the right to replace the item to an equal or greater value at no extra cost to the order. Our priority it to ensure that the visual presentation is not compromised for any substitutions.

Preservation of your flowers

Being such a specialised area we recommend Precious Petals for the preservation of your flowers as a visual reminder of your special day.

Cancellations/Change of your wedding date

In the unlikely event that you have changed your wedding date, deposits will be transferred to your amended date. For cancelled dates no refund of the booking deposit will be made. If cancelled by 14 days prior to your wedding date any additional payments you have made will be refunded.