



Event Terms & Conditions

'Save the Date' deposit

To book your event we ask for a £40 save the date deposit. This booking fee is non-refundable and is deducted from your final invoice. Once the booking fee has been received, your event is booked with us.

Quotation & Payment

You are free to make changes to your order up until 30 days before the event. Payment is accepted by bank transfer. Payment in full is required at least 30 days before your event. If payment is not received, flowers will not be ordered.

Cancellation

In the unfortunate event of cancellation, the booking fee cannot be refunded. In the unlikely event that we have to cancel for unavoidable circumstances, for example in the event of fire, natural disaster, death, serious family illness or tragedy all money paid by the client will be repaid. The company are only responsible for refunding moneys paid, and not anything to do with any other costs incurred by the inconvenience. All reasonable efforts will be made by my company to find a replacement florist option to be paid for by the client. If we have to take the decision to cancel due to slander, abusive conduct etc, all moneys paid are forfeit and there is no right to any refund.

There are no refunds for cancellations of individual items after the final balance has been paid, unless by the agreement of both parties.

Cancellations made less than two weeks before the event may forfeit full payment if Wonderland in Bloom has ordered flowers and the order cannot be cancelled.

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Registered address: 48 Hollers Crescent, Middle Barton, Chipping Norton, OXON OX7 7HN
Registered No 96675 97681 In England and Wales.

Availability of Flowers

We do not guarantee specific stem types. We will work with your wish lists and if available we will include your specified flowers/foilage's. However, if they are unavailable or of poor quality, we will use suitable alternatives which match closest to your requirements. All fresh flowers are subject to availability and undergo stringent quality checks.

Hire of vases, china, candelabras etc.

Charges will be made for any damage to glassware/china etc. Replacement of goods is charged at the current purchase price. It is the responsibility of the hirer to reclaim any of these costs from the venue if the venue was at fault.

Use of magnets

You may be asked if you would prefer magnets instead of pins to attach corsages onto clothes. Please ensure that guests wearing these do not have a pacemaker fitted. A magnet may stop the pacemaker from working properly. Wonderland in bloom accept no responsibility for any resulting health issue which may arise from magnets and pacemakers or ICDs.

Photographs

Wonderland in bloom reserve the right to take photographs of flowers and the setting prior to the event which may be used for promotional purposes.

Responsibility

Wonderland in bloom accept no liability for injury, loss or damage to the hirer or any third party with regard to any equipment hired for use at the event. It is up to the Client

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to provide correct locations for deliveries. We shall not take responsibility for lateness caused by an incorrect address.

Complaints

Any complaints must be made within 24 hours along with photographic evidence. No responsibility can be taken with regards to poor condition once flowers have been approved.

Terms and Conditions may be updated at any time. By paying you booking fee, you are agreeing to any changes that are made. These will always be minor changes to wording only. Any major changes will be presented to you.

Last updated 10th August 2023

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