



WELCOME LETTER – T&Cs

Welcome to the MeOhMy Flowers family!

We're based in Lake Macquarie/Awabakal Country. Our floral designs are garden inspired and romantically feminine. All our creations use locally sourced seasonal blooms, gorgeous colour palettes and natural, organic lines. We pride ourselves on the highest quality flowers, beautiful finishes and a love for detail.

Our aim is to reduce waste and be kind to Mother Earth by selecting the best, most local options, recycle and reuse where possible and design foam free at all times.

I love weddings and collaborating with our couples to bring their florals vision to life. With a network of freelance florists, we will achieve your wedding dreams ... everything is possible. From bouquets, hair flowers, flower pins, ceremony backdrops, installations, reception arrangements and cake florals, we can do this and more.

A tailored 'Flower Proposal' and 'Mood Board' is created for every couple. It's an exciting way to see how the floral dream will come together. We're fortunate to have been part of love stories throughout Lake Macquarie, Newcastle, Hunter Valley, Port Stephens and Central Coast. With formal training, regular masterclasses and flowering 400+ weddings, our extensive knowledge and hands on experience, allows an easy, relaxed and joyful planning process.

Your wedding day is about celebrating and sharing the love and I'm so excited to be working with you both to create your perfect day! Included below are tips and guidelines for a positive wedding flower planning process, as well as a timeline so you know what to expect.

1. Most of our **communications** will be done or confirmed via email. It's so important that we don't miss anything, so the best way to communicate is through an email trail. It ensures all our notes, ideas and conversations are all in one place and can be easily accessed and referred to.
2. During the months leading up to your wedding date, details will waiver and change. As your ideas develop, add and remove items on your **Pinterest board**. This way when it comes to finalising details closer to the date, missing information and doubling up on communication will be prevented.
3. MeOhMy Flowers takes a limited number of bookings for any given date and to secure your wedding, a **30% non-refundable deposit** is required on acceptance of your quote. In the event of a cancellation, the deposit will be forfeited to cover costs incurred in planning for you wedding. This doesn't mean you can't make changes. I'm more than happy for amendments to your quote up to a month before your wedding day.

4. **Payments** are to be made by Direct Deposit. Please label each payment with your last names and wedding date (eg SmithJones 24/9/24) to ensure easy recognition. Flower payments can be made throughout the planning process. Once your monies hit my account, your proposal/invoice will be updated and sent through for your records. Banking details are below:

Account Name: Megan Hepple
Account Number: 549 071 500
BSB: 650 000

5. **Six weeks** before your wedding, you will be sent an email to confirm your flower order. Now is the time to re-read your quote and check all your flower details. If you need any changes just let me know. If you haven't already, send through your delivery location(s) and addresses, ask for any additional items like hair flowers, cake flowers, flower pins or anything else you may have forgotten to add originally. This is also the perfect time to send through your updated Pinterest Board. Once everything is approved, I'll update your quote and balance due, then email back.
6. **Final payment** for your flowers is due no later than **2 weeks** prior to your wedding date. Please ensure payment is received so your wedding preparations run smoothly. If full payment is not made at least two weeks prior, MeOhMy Flowers reserves the right to cancel your booking without further notice and retain the monies paid to offset costs incurred.
7. **Two weeks** out, you will receive estimated delivery times for your wedding day and your flower order will be organised and placed with my growers/suppliers. I source your flowers and foliage from the Sydney Flower Market and local suppliers. MeOhMy Flowers only use the very best quality flowers and do our best to supply flowers we have quoted or you have specifically asked for.
8. At least **one week** prior to your wedding, please supply any vases, ribbons or additional special items you require to 39 Robb Street, Belmont, NSW, 2280
9. You will receive a happy **Wedding Day Eve** text, to say how fabulous your flowers are looking!
10. No **flower varieties** can be guaranteed and on occasions some flowers may not be available from our local suppliers or may fail to meet my quality standards. In these circumstances, trust that a suitably gorgeous substitute flower will be found.
11. If you are dissatisfied with either the MeOhMy Flowers service or floral designs, I must be notified **at the time of pickup or delivery**. This will enable me to promptly fix any aspect that may not have met your expectations. No responsibility will be taken after this time.
12. Items including vases, vessels, candles etc **hired from MeOhMy Flowers**, are your responsibility. If any items go missing, damaged or broken while in use, you'll be charged for their replacement.
13. MeOhMy Flowers will not be held responsible for items hired on your behalf. These items are covered by your event hirer's terms and conditions.

MeOhMy Flowers prides itself on the highest flower quality, beautiful finishes and service to ensure absolute happiness. These 'Terms and Conditions' are to clarify what must be in place to guarantee your special day is beyond amazing!

Please, take the time to properly review your quote to ensure it meets your needs and expectations. If you don't understand anything, have any questions or if you wish to discuss any aspect of the quote or T&C, please don't hesitate to phone, email or message me!

Please sign, date and return by email to megan@meohmyflowers.com.au or mail to 39 Robb Street, Belmont, NSW 2280.

Finally, remember your wedding day is about celebrating *your* love story and saying 'I do' to a wedding day that's wonderfully, undeniably *you*. Please enjoy the planning process and I look forward to seeing you both on your wonderful day!

Signature:

Print Name:

Wedding Date:

Date: