

WELCOME

(TERMS AND CONDITIONS)

Congratulations you're getting hitched! Your wedding day is about celebrating and sharing the love and I'm so excited to be working with you both to help create your perfect day! Wedding planning can be a little overwhelming, so to help I've included a few tips and guidelines for trouble-free flower preparations, as well as a timeline so you know what to expect from me.

1. **Firstly**, please re-read your quote and check all your flower details. If you need to make any changes, I'm more than happy to do so. Email through any missing details like contact numbers, ceremony and reception times, corsage types, delivery addresses and I'll add to your quote.
2. MeOhMy Flowers only take a limited number of bookings for any given date. To ensure your wedding is booked, 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 your wedding. This doesn't mean you can't make changes. I'm happy for any amendments to your quote up to a month before your wedding day.
3. I prefer **payments** to be made by direct deposit. Please label each payment with your name and wedding date (eg Megan H 24/9/18) to ensure it is easily recognised. Flower payments can be made throughout the planning process. Once your monies hit my account, your invoice/quote will be updated and sent through for your records. The banking details are:

Account Name: Megan Hepple

Account Number: 809 669 200

BSB: 650 000

4. **One month before** your wedding, I will send through an email to confirm your flower order. 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, throw away bouquet, extra boutonnieres and corsages or anything else you may have forgotten to add originally. Once everything is approved, I'll update your quote and balance due, then email through to you.
5. **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.
6. **Two weeks out**, you will receive estimated delivery times for the 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.
7. At least **one week prior** to your wedding, please supply any vases, ribbons or additional items required for your bouquets, ceremony and/or reception. These can be dropped to 4 Jacky Close, Belmont, NSW, 2280
8. You will receive a happy **Wedding Eve** text from me, just to say how fabulous your flowers are looking! If you would like a sneak peek, I can send through a few images. Just let me know! On rare occasions, some flowers may not be available from our suppliers or may fail to meet my quality standards. In these circumstances, I will always find an alternate flower and contact you to explain.
9. 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.

10. MeOhMy Flowers has a **bond** of \$100 in place for hired items. This amount will be refunded in full, following the collection or return of all items in their original condition. You will be advised of any damaged or missing items and their replacement cost will be deducted from your bond.
11. 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 ensuring your absolute happiness. These 'Terms and Conditions' are to clarify what must be in place to guarantee your special day is 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!

Remember what this day is really about celebrating love, with your friends and family. Please enjoy the planning process and I look forward to seeing you both on your special day!

Talk soon x M

*** Please sign and date the bottom of this page and return either by email to megan@meohmyflowers.com.au or mail to 4 Jacky Close, Belmont, NSW 2280.

Signature:

Print Name:

Wedding Date:

Date: