

## TERMS & CONDITIONS

1. This website and Facebook page is operated by Catkins & Clematis Ltd. Where these terms and conditions use terms such as "we", "us" and "our" they refer to Catkins & Clematis.
2. By using our website or Facebook page and/or purchasing something from us, you are deemed to have accepted these terms and conditions, and the associated Privacy Policy.
3. You can view the most current version of these terms and conditions at any time by visiting this website page or by selecting files from our Facebook page. We reserve the right to update, change or replace any part of these terms and conditions, without prior notice to you, by posting updates on this page. It is your responsibility to check this page on each visit to your website or Facebook page, read these terms and conditions and ensure you understand them before making a purchase.

## BUYING FRESH FLOWERS / BOUQUETS

4. We offer seasonal fresh flowers and cannot guarantee the availability of specific flowers. Please look at our social media pages to see what is likely to be available.
5. Weather conditions may affect our ability to provide fresh flowers and/or the varieties available. If this materially affects an order you have placed and we have accepted, we will contact you to discuss options.
6. Orders must be placed by 4pm the day prior to the delivery date.
7. Delivery is available Monday to Friday from April to October within 15 miles of Napton-on-the-Hill and costs 50p per mile, but is free within the area bounded by the outer edges of Southam, Lower Shuckborough, Stockton, Broadwell, Priors Marsden and Priors Hardwick.
8. Collection is available Monday to Friday, April to October. Details will be provided on confirmation of your order.
9. Your order is not confirmed unless you have received an email (or other electronic message) from us stating a delivery / collection date and time.

## WORKSHOPS AND EVENTS AT THE FARM

10. We are located on a working nursery, you attend at your own risk and should be mindful of uneven ground, trip hazards and wildlife. You should wear suitable clothes and footwear - trainers or boots, not open-toed sandals or high heels.
11. Our workshops normally take place in mildly inclement weather. We reserve the right to postpone or cancel a workshop if the workshop will be unable to take place due to weather conditions, e.g snow or torrential rain.
12. Payment for workshops is required 2 weeks in advance of the booked date and cancellations after that are non-refundable.

## WHOLESALE FLOWERS FOR FLORISTS

13. Wholesale flowers are available for collection for local florists (and trainee florists).
14. Flowers are available 'by the stem' or 'by the bucket'. If you place an order for bucket(s), Catkins and Clematis reserve the right to determine what material is included and will not accept any requests for specific flowers to be included or excluded. Each bucket of flowers will contain approximately 50 stems and can be supplied to a colour theme.
15. Orders for specific stems will be charged at the price per stem quoted on our latest availability list and any substitutions will be discussed prior to inclusion in your order.
16. Florists should supply their own buckets for flowers. If you are unable to do so, a refundable deposit of £5 per bucket will be added to your invoice. This will be refunded, provided buckets are returned in a reusable condition with 7 days.
17. Collection is available Monday to Friday; details will be provided with confirmation of your order.
18. Orders must be placed at least 48 hours in advance by email or other written electronic communication and will not be confirmed until a response is sent detailing expected availability and collection time.
19. Payment is required in cash on collection or direct bank transfer (preferred method). Invoices will be sent on day of collection or delivery. Payment is required within 48 hours of invoice.