



Natural Bouquet

Terms & Conditions

1. Booking Confirmation & Payment Terms

- **Holding Deposit:** A non-refundable deposit equal to 10% of the total quoted invoice is required within two (2) weeks from the date of booking confirmation to secure your event date on our calendar. Dates are not held or reserved until the deposit has been received.
- **Final Balance:** The remaining balance must be paid in full no later than three (3) weeks prior to your wedding day. Failure to make final payment by the due date may result in cancellation of services and forfeiture of your deposit.
- **Payment Methods:** Payments can be made via bank transfer or major credit card.

2. Pricing, Special Offers & Discounts

- **Qualifying Threshold:** Special discounts, promotional offers, or complimentary package upgrades apply strictly to bookings with a total order value exceeding \$3,000 AUD (excluding delivery and venue transfer fees, unless stated otherwise).
- **Scope Changes:** If changes made to the order lower the total balance below the \$3,000 threshold prior to the final payment date, any previously applied spend-based discounts or package offers will be removed, and the invoice will be adjusted accordingly.

3. Date Changes & Rescheduling

- Notice Required: If you need to change your wedding date, you must notify us in writing as soon as possible.
- Availability: Rescheduling is subject to our availability on the new date.
- Seasonal Availability & Substitutions: Changing your wedding date may result in a change of season. Flowers are natural products subject to seasonal market availability. If your original flower choices are unavailable for your new date, we reserve the right to substitute flower varieties with comparable options of equal value, quality, and style after consulting with you.

4. Delivery, Setup & Venue Transfers

- Standard Setup & Delivery: Standard delivery and setup fees cover initial transportation to your designated venue and the installation of agreed-upon arrangements prior to the start of the ceremony or event.
- Same-Location Repurposing: If both the ceremony and reception take place at the same venue, relocating ceremony arrangements (such as arch pieces, aisle arrangements, or plinths) to the reception area is included within the standard delivery and setup fee.
- Multi-Location Transfers: If arrangements need to be relocated or transported from the ceremony venue to a separate reception location, a separate transfer fee will apply to cover additional labor, transport, and scheduling requirements.

5. Floral Repurposing & Design

- **Design Suitability:** While we endeavor to design ceremony pieces (e.g., arch arrangements, aisle florals, plinths) for repurposing at the reception to maximize your budget, structural integrity and mechanical requirements may limit how certain items can be moved.
- **Handling:** To ensure safety and floral longevity, any on-site movement or relocation of large structural installations must be handled exclusively by our team unless explicitly agreed otherwise in writing.

6. Rental Items & Equipment

- **Ownership:** All non-perishable structural items, including (but not limited to) arches, plinths, vessels, vases, candles, and stands, remain the property of Natural Bouquet unless explicitly sold as part of the package.
- **Damage or Loss:** The client is responsible for all rental equipment from the time of setup until collection. Any damaged, broken, or missing rental items will be billed to the client at full replacement value.

7. Cancellations & Unforeseen Circumstances

- **Client Cancellations:** Cancellations must be submitted in writing. In the event of a cancellation by the client, the 10% holding deposit remains non-refundable. If cancellation occurs within three (3) weeks of the wedding date, any payments made toward the final balance may be non-refundable to cover materials already ordered or prepared.

- Force Majeure / Extreme Weather: Natural Bouquet is not liable for delays, failure to perform, or alterations resulting from severe weather events, transport disruptions, government restrictions, or other unexpected circumstances beyond our reasonable control. In such events, every effort will be made to deliver suitable alternatives safely.

8. Seasonal Market Shortages & Substitutions

- Fresh Product Variations: Due to the nature of working with fresh, natural floral products, live blooms may vary slightly in shade, size, and exact appearance from initial reference images or proposals.
- Unavailability: In the rare event of sudden crop failure, poor bloom quality from suppliers, or extreme market shortages, we reserve the right to substitute affected flowers with items of equivalent value and aesthetic match without compromising the overall color palette and design vision.