**Terms and Conditions © 2021 - 2022 with COVID 19 updates.**

**PRIVACY** Both parties agree that the content and pricing of the attached documents (estimate and mood boards) is **private and confidential** between (the customer) and Stephanie Willoughby aka Chirpee (the supplier) will not be declared or offered to any third parties in any shape or form.

All sketches and photographs supplied to (the customer) during the ongoing consultation or at any other time are subject to copyright and are not to be distributed in any shape or form without written prior permission. Sketches and photographs will become shared property of the couple and Stephanie Willoughby aka Chirpee when final payment is received. The couples’ permission will be sought in writing should we want to use any sketches or photographs in future promotions, or any other form of communication written or electronic.

**RESERVATION:** A reservation fee is required to hold open your special day just for you and book your wedding date in our diary. This fee will be subtracted from the final wedding bill. If for any reason, you decide to cancel your wedding, this fee is non-refundable. A paid reservation fee confirms your order with us after a consultation or any other means of communication. We are happy to hold and transfer funds for all bookings if for any reason your wedding date gets delayed and we have your new date free.

Any expenses, i.e. admin fees – time for emails/phone calls, estimates etc incurred with full details will be deducted from the reservation fee should the event not take place.

Should we have to order or source any product listed in your initial or later estimates for your wedding day because of limited availability earlier than the final payment date we will advise you of cost incurred.

All communication regarding change of date or cancellation must be in writing.

**Please see Reservation fee payment details on page 4.**

**ESTIMATES:** Estimates are general prices given after an initial consultation. They are valid for 14 days or until a reservation fee is received to book the date. A quotation will be given when we have specific details of your order. Costs are based on current prices.

**CONSULTATION**: All wedding consultations will be made by appointment only. The initial and detailed consultation is complimentary. We will be available for contact by phone and email at any stage to answer any questions and queries you may have. Further requests for consultations may be charged.

**FLOWERS/ FOLIAGE:** As fresh flowers and foliage are living products, and subject to supply and demand, there are occasions when specified varieties may be unavailable. Most flowers are bought weekly at Live Auctions around the country and abroad, where your florist will bid online for fresh materials, this applies to all florists in the UK. Whilst every effort is made to source products accordingly, sometimes we are unable to obtain a requested flower or variety. Flowers can be pre-ordered, but this is not a guarantee of obtaining a specific variety. All fresh flowers and foliage are subject to availability and stringent quality checks, as such we reserve the right to use a similar flower or foliage in place of the previously chosen flower. Please note foliage can be as, if not more expensive per stem than flowers. Please rest assured, we will do our utmost to obtain your requested items. Season will also affect prices of fresh materials as will peak periods. We only select and use premium quality product.

**CARE OF FLOWERS UPON DELIVERY:** Fresh flowers are perishable products and should be treated carefully upon receipt of your order. Ideally plan to have a cool, shaded room with a table ready to place your flowers on. Flowers are delicate, and can bruise if dropped, touched, or crushed. Buttonholes will only survive a limited amount of hugging! We recommend a secondary Grooms buttonhole for wearing in key photographs.

Your wedding bouquet will have been made early on the day of your wedding to ensure maximum freshness. Temperature extremes will affect your flowers and Chirpee Flowers are not responsible for care after delivery. Ideal conditions: Place hand tied posy stems in water when not being held. Re-cut stems if the posy has been out of water for more than an hour. Cool temperatures where possible. never place near direct heat sources i.e., radiators or in marquees in bright sunlight. This will ensure your flowers will last as possible. These terms could change subject to mutual agreement.

**STRUCTURES** if you require us to decorate a structure you will be supplying yourself, e.g., an Archway, Tent, Mandap etc the structure must be **safe and stable** to decorate. Under Health and Safety laws, we reserve the right to refuse to decorate structures that have not been made safe and secure. Please bear in mind flowers and foliage’s can be **very heavy**.

**DELIVERY** We are not a delivery service but will accommodate requests where possible. We require a signature from yourself or an appointed person when you receive your flowers to confirm the delivery is of acceptable condition and that quantities are correct. Any queries must be raised within 1 hour of delivery. Any changes to delivery arrangements will be made in writing.

**DISMANTLING** This is not part of the service, unless specifically requested and we are available to complete this service. A charge will be added to your invoice and will be agreed by both parties.

**PAYMENT:** The final invoice for your wedding flowers will be issued to you six (6) weeks before the wedding date and the final payment in full will be made 1 (one) calendar month before the wedding date. Payment arrangements will be attached to the final invoice. Chirpee reserves the right to cancel any wedding flowers or subsidiary material if payment is not made by this date. We are not obliged to offer any compensation for inconvenience caused if full payment is not made. Prices quoted will take into consideration a premium for weddings occurring over Valentine’s Day, Mother’s Day weekend and any public / bank holiday.

**Estimates** are based on current flower prices and **80%** of the order not being altered or changed. Prices could change subject to market forces. Estimates will be re-issued if over 80% of changes are made to the order.

**RESERVATION FEE PAYMENT**

A minimum of £250 is required to secure your wedding date with us.

(*Unless changes to the Reservation fee percentage mutually agreed between both parties*)

This is non-refundable.

Please note we do not hold dates in the diary without a reservation fee unless stated on your estimate.

* **Account name: Stephanie Willoughby**
* **Account: 83836779 Starling Bank**
* **Sort code: 60-83-71**
* **Please make sure you mark your transfer with your names and date of wedding please.**
* **Please tick Business Account when prompted.**
* We will confirm your booking as soon as money is showing in bank account.

Please note, Starling Bank often takes 2-3 days for transfers.

**CANCELLATION CHARGES AND CHANGES**

**CHANGES:**  Any or all changes made to a wedding order must be submitted in writing, we cannot accept verbal changes. We will order your wedding flowers, subsidiary materials and schedule our florists 1 (one) calendar month before your wedding date, dependent on type of flowers chosen. It is not possible to make any changes (reductions) after the order has been placed without additional fees, unless it is an agreed small change.

* If cancellation is within 1 (one) calendar month of the booked event: No deposit is refundable and 50% of the final balance will be required.
* Any cancellations within 14 days of the booked event: Full balance will be required.
* We reserve the right to deduct any expenses incurred i.e., admin time/ phone calls/appointments, revised estimates, mood board creations, material, and sundry products etc from any fees paid to us if your wedding is cancelled.
* If the cancellation is due a Government lockdown, we will only charge you for fresh materials that have already been purchased.
* If a lockdown is imminent and weddings are still permitted, we will work with you to ensure that fresh materials are ordered as late as possible.
* Your reservation fee is non-refundable because we turn away business when we book your date.
* **Miscellaneous:** We do not work with fresh materials provided by third parties. All disputes are governed by UK Law**. Please note** communication means picture, written or electronic form throughout the terms and conditions above.

**1.1.2021**

**Covid update**

* Wherever possible we will order fresh materials at the **latest** possible date if there is the danger of sudden changes to wedding plans due to new Government guidelines.
* Unfortunately, if we have already ordered and paid for fresh materials, we will need to pass this cost on to you.
* We will only charge you a wholesale cost.
* Changes to the flower order may be necessary due to late ordering.
* If your wedding date needs to be postponed, we will transfer your date with no admin fees. Dates need to be agreed in writing by both parties. We have a maximum of 2 years transfer due to postponement.

**Insurance- please note Chirpee Flowers have public liability for up to £5 million pounds.**

**COMMUNICATION CHANNELS**

[chirpeeflowers@gmail.com](mailto:chirpeeflowers@gmail.com)

**01273 951745**

**www.chirpee.net © 2021**