

STUCIO & WAOW

WEDDING | FLOWERS | EVENTS



Frequently Asked Questions

Consultations & Booking Fees

Q: Can I secure my date prior to consultation?

Wedding Dates can be secured at any advance time. We recommend booking sooner rather than later.

Q: If I book a consultation am I committed to securing your services?

Initial consultations are complimentary and you are under no obligation to book our services.

Q: Do I pay a deposit to secure date?

We charge a booking fee of £100 to secure wedding Date (non-refundable). The booking fee is deducted from final invoice.

Quotations & Prices

Q: Are prices the same all year round?

Prices fluctuate particularly during peak trading periods such as Christmas, Valentines Day, Mothers Day and International Holidays.

Q: Once I receive my quotation will prices change?

With an estimated quotation prices may change pending confirmation of products and content required however most quotes reflect the prices to be charged on final invoice. If you add or amend details then prices will differ from original quote.

Q: On receipt of quote when do I book?

Due to popularity of dates you will be given a period of 7 or 10 days to confirm quote and booking. Your date will be held provisionally until the expiration of quote date.

Q: When do I pay for my flowers?

We require payment in full two weeks prior to the Wedding Date. Payment can also be made in installments

Flowers

Q: I know nothing about flowers and what to choose?

Don't worry as we have plenty of portfolio books for inspiration and we will guide you to what style of bouquet will compliment your dresses and advise you on what flowers will be available or the date. We have also produced a directory of information which you can download online. The Directory advises you on many aspects of choosing your flowers, a budget guide, wedding flower checklist and more.



Frequently
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Q: Do you have a minimum order value?

No, we can supply you with just a single bouquet or corsage, basically whatever you need for your wedding day flowers.

Delivery

Q: Is there a delivery charge?

Delivery within the Dundee area is charged at £10.00. Out of town delivery are charged by mileage and to how many locations. There is no delivery charge to the Invercarse Hotel.

Q: Do you deliver out of town?

Our primary delivery areas are Fife, Angus and Perthshire but we do deliver and arrange weddings in most locations throughout Scotland.

Q: Do you charge a set up fee?

This is pending the length of time and work required at location to set up the designs. We will charge an hourly rate which will be advised by quote.

Q: When will my flowers be delivered?

On the day of the Wedding all flowers will be delivered to appropriate addresses within a given time frame.

Hire Products

Q: Do you hire vases or props for Weddings?

We have a variety of hire products including stands, glassware and table mirrors. We charge a small hire fee for each product and require a refundable security deposit is required to hire goods.

Q: How do I return Hired Goods?

You can return goods to us with appropriate packaging being provided to do so. Alternatively we can uplift goods with an uplift charge being due. The charges will be added in your quote if required.

If you don't find the answers to your questions here please do not hesitate to contact us on 01382 642732 or e-mail us at stuciowaow@blueyonder.co.uk. You may also find information on planning your flowers in our online Directory.