

Wedding flowers: Terms & Conditions

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This terms & conditions of contract are exclusively between The Wedding Client and Stucio & Waow, and all its employees (Stucio & Waow).

1. ENTIRE AGREEMENT: This agreement contains the entire understanding between Stucio & Waow and the Wedding Client (Bride & Groom, Civil Partners). It replaces all prior agreements between the parties. The only way to amend this agreement is to do so in writing, providing the document is signed and received within one month of the event date.

2. RESERVATION: Upon completion of booking form and payment of booking fee, Stucio & Waow will reserve the wedding date. The Booking fee is non-refundable, even if the date is changed or the wedding cancelled for any reason; including acts of God, fire, strike and/or extreme weather.

The booking fee of £100.00 for Standard Service or £250 for Select Service is to be paid at time of completion & remittance of booking form. The booking fee is applied towards the contracted wedding flowers and is deducted from the final invoice. The Wedding Client understands and agrees that the entire balance for the wedding flowers described in the contract is due at least two weeks (14 days) before the event. In the event that the final payment is not made we will consider your order cancelled and this contract will be null and void

3. FLOWER DELIVERY: Stucio & Waow will provide The Wedding Client with delivery of all ordered floral items. We are not responsible for incorrect delivery times or locations given to us by The Wedding Client. Our delivery charges vary according to the mileage & distance of the delivery locations provided by the Wedding Client.

4. CANCELLATION: In the event that The Wedding Client cancel the contracted services (wedding booking) for wedding flowers and services outlined in this contract before the wedding ceremony takes place, the booking fee will not be refunded. Complete cancellation of the Wedding Booking 4 weeks prior to the wedding date will incur a charge of 20% of the total booking cost. Complete Cancellation of Wedding booking received 2 weeks prior to the wedding date will incur a charge of 50% of the total booking cost. Full payment will be required for complete cancellations received within the 14 days prior to the Wedding date.

Charges are applied at our discretion pending cancellation circumstances. Wedding cancellation must be confirmed by the Wedding Client in writing. No charges will be applied should the wedding be changed to a different date and all products are still required.

5. PRE-EVENT CONSULTATIONS: The parties agree to a preliminary consultation in order to ascertain and confirm requirements for the wedding booking. The consultation must take place at least 31 days before the event.

You will receive a wedding quote for all items discussed at consultation. The quote shows all costs, there are no hidden extras. Each design is individually calculated to provide the most accurate quote based on the flower content, seasonal availability of the flowers and foliage, and the skilled time element involved in making each design. The Wedding Client must sign and return a copy of the quote to Stucio & Waow as acceptance of contractual wedding booking content, costs and of quote received.

Hire Collection: If you are hiring goods from Stucio & Waow such as glassware, mirrors or props you are required to complete a hire form and submit a hire security deposit. Deposits are payable by individual cheque only (do not include fee with final invoice payment). The cheque will be cancelled and destroyed should there be no breakages, loss or theft of products hired. The deposit cheque will be banked and deductions taken to replace any damaged or loss of stock, any additional costs will be invoiced to you the Wedding Client for payment to Stucio & Waow. Upon deduction of costs any balance owed to you from your security deposit will be remitted to you the Wedding Client.

A charge is payable by the Wedding Client to Stucio & Waow for any uplift costs (refer to wedding quote for any costs & Hire collection form for further details).

6. EVENT GUIDE: In the event that The Wedding Client will not be available during flower delivery they will be responsible for having a designated person meet the florist at the location of drop off. This person will be required to sign a confirmation that the flowers were received. This is to ensure that all items are delivered and accounted for.

7. SET UP TIME: We require at least one hour to set up the ceremony site and at least one hour to set up the reception, if applicable. This ensures that we will have the appropriate amount of time to set-up all ordered items before your guests arrive.

8. ADDITIONAL ITEMS: If Stucio & Waow is contracted to decorate or design outside purchased items (such as the wedding cake) it is The Wedding Clients responsibility to ensure that said items are present during the set-up time. Stucio & Waow cannot be held responsible for items that arrive after the set up time has expired and any monies paid for the decoration and design of said items will not be refunded. Stucio & Waow will make every effort to contact The Wedding Client in such instance.

9. VENUE SET UP: A charge is payable to Stucio & Waow for the service and time of a skilled florist (or florists) allocated by Stucio & Waow to set up and decorate The Wedding Clients ceremony or venue. If applicable this will be included in your quote.

10. HOUSE RULES: The florist is limited by the guidelines of the ceremony site or the reception site management. Negotiation with the officials for moderation of guidelines is The Wedding Clients responsibility; Stucio & Waow will offer technical recommendations only (i.e. Petals in the church, candelabras on the altar, or pew decorations) .

11. MODEL RELEASE: The Wedding Client hereby assign and grant Stucio & Waow and its legal representatives the irrevocable and unrestricted right to use and publish photographs of The Wedding Client or in which They may be included, for editorial, trade, advertising or any other purpose and in any manner and medium; to alter the same without restriction; and to copyright the same. The Wedding Client hereby releases Stucio & Waow and its legal representatives and assigns from all claims and liability relating to said photographs. It is agreed that Stucio & Waow may display and use the photographs taken for advertising, display, website and internet promotion, photographic contests, public display such as in trade shows, bridal shows, floristry books, floristry instructional books, studio display, television advertising, magazine advertising and any other purpose thought proper by Stucio & Waow.

15. COMPLETION SCHEDULE: Stucio & Waow will deliver all items on date and time agreed upon by The Wedding Client and Stucio & Waow. Stucio & Waow cannot be held responsible for any changes that are not made known.

16. METHOD OF PAYMENT: Payment may be made in cash, cash installments, cheque or credit card. Stucio & Waow will not provide any services until your payment is approved by our financial institution.

Please note that a £3.00 fee is applicable for all credit card payments.

Payment by installment is by cash only with the instalments set over a 2 to 3 payment plan. You will be advised of payment dates in advance with payment reminders being sent in advance of payment date. The final payment of invoice will be required no later than 14 days prior to the Wedding Date.

17. PENALTY FEES & CHARGES: There is a £20.00 per day late payment fee for any Hire Collection goods that are not uplifted and returned to Stucio & Waow by the required date of hire return.

18. RIGHT OF WITHDRAWAL: Stucio & Waow discovery of new information, changes to agreed circumstances, or other factors which tends to circumvent its policies may result in its withdrawal. Non-cooperation; changes in locations, facilities or available times; missed appointments, non confirmation of quote acceptance and late payments are examples of contributing factors. Should Stucio & Waow initiate the withdrawal, all fees will be returned, excluding booking fee, as well as fair market value for all services/products already provided.

19. LIMIT OF LIABILITY: In the very unlikely event of severe medical, natural, or other emergencies, it may be necessary to retain an alternative florist. Stucio & Waow will make every effort to secure a replacement florist able and/or willing to provide similar products and services as chosen in this contract at the same/similar tariff. If such a situation should occur and a suitable replacement is not found, responsibility and liability is limited to the return of all payments received for the event.

20. MISCELLANEOUS: Stucio & Waow will take the utmost care with respect to design, transportation and delivery of your event flowers; this includes using professional grade products and flowers. The limit of liability shall not exceed the contract price stated in this contract. Stucio & Waow is only held liable for the items and services listed in this contract. We cannot be held liable for emotional, physical, or financial distress due to any unforeseen circumstances that may present themselves. Items outside of this contract are the responsibility and liability of The Wedding Client.

21. NON-GUARANTEE: Although every possible care will be taken with regards to all flowers and services, once the flowers are delivered they become the responsibility of The Wedding Client. Stucio & Waow cannot be held responsible for any destruction of said flowers or products once they are in the care of The Wedding Client.

22. SUBSTITUTIONS: In the event of supply difficulties or poor quality we reserve the right to substitute any given flower or foliage for that of a similar shape, form or colour. In the event of extreme supply difficulties or poor quality which in turn will adversely affect your wedding flower designs we will contact you to arrange a suitable substitution.

23. TRANSFERS: Transfers of goods (flower designs, hired goods & decoration supplied by Stucio & Waow Florists) from Ceremony venue to Reception Venue must be mutually agreed by the Wedding Client and Stucio & Waow Florist. A transfer fee is applicable and the transfer cost is based on a time and distance element. The minimum charge is £80.00.

The Wedding Client must confirm the details and repositioning requirements of all agreed transferred goods at least 7 days prior to the Wedding Date.

We strongly recommend that you discuss and obtain authorization to remove goods from venues especially from religious organizations.

24. PERFORMANCE: The performance of this contract on behalf of Stucio & Waow shall be dependent upon acts of God, flood, fire, warfare, government laws or regulations, electrical failure, strikes by suppliers, and/or conditions beyond its control.

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