



# LITTLE TIN SHED

## FLOWERS

These are the Terms and Conditions upon which Little Tin Shed Flowers ("we/us") makes available to you ("the client") and any of our services.

### 1. LITTLE TIN SHED FLOWERS PRODUCTS AND SERVICE

1.1 Fresh flowers are a living product and are dependent upon weather conditions, quality checks and sometimes influences beyond our control. All **Little Tin Shed Flowers** products are subject to availability. In the unlikely event of any supply difficulties, **Little Tin Shed Flowers** reserve the right to substitute a formerly agreed ingredient or component within a design of equivalent value and quality without notice. This includes specific flowers, foliage, plant material and sundries that may not be available. **Little Tin Shed Flowers** would like to reiterate that flowers, foliage, and plant material are natural products and colours may differ/be unavailable to those agreed but we will always provide the closest alternative available. We will do everything within our power to ensure that the substitute flower is as close to the original choice as possible.

### 2. WEDDINGS & EVENTS

2.1 As a commitment of the Little Tin Shed Flowers personal service and passion, an initial consultation is provided free of charge and without obligation. By appointment only.

2.2 The Little Tin Shed Flowers implement a discretionary minimum spend policy of £800.00 per event. *For weddings in peak season (May to September and December) we have a minimum spend of £1,000* and other seasonal periods and bank holidays including Valentine's Day, Mother's Day, Easter and Christmas.

2.3 Prices listed within the **Little Tin Shed Flowers** quote will remain valid for 14 days from the date sent to you, the client and should be secured with a 15% non-refundable booking payment.

2.4 Upon payment, the quote will be updated with the agreed changes. Whilst reasonable changes can be made at any time, the

committed spend cannot be reduced by any more than 10% of the total cost, you can however look to increase your order should our resourcing allow.

**2.4a Update 2020 EXCEPTION.** Due to current Government restrictions, if your wedding is taking place during this time and your numbers are restricted to 30 guests, we fully appreciate that your committed spend may be reduced accordingly based on your revised number of tables.

2.5 Because we love what we do and want to create beautiful flowers for all, the Little Tin Shed Flowers offer a discretionary price match on valid competitive quotations of equal measure, material, location, date, and services. If in doubt, please ask us for more detail.

2.6 If the booking fee has not been received within 14 days, we regret that we cannot guarantee your date and it will be opened back up to other couples.

2.7 Prices will be secured for the event unless the ingredients or components for the intended final design of the product or service rise significantly. In these rare situations, we shall notify the client as soon as reasonably possible and offer alternative solutions.

2.8 Little Tin Shed Flowers do offer payment plans, so the cost of your event can be spread over the months leading up to your event date. Please ask for more details.

2.9 A further 35% is due at six months prior to the event (totalling 50% payment). Full payment for product or service must be received prior to the event or service and funds cleared no less than 6 weeks before the event or we will not go ahead with the event. We regret that a £75.00 administration fee will be incurred for any late payments. It is your responsibility, the clients, to check all details on the final invoice, ensuring quantities, descriptions, designs, colours, flowers types and timings are correct at the time of final payment. Little Tin Shed Flowers will not be held responsible for any incorrect or missed information on your approved booking correspondents.

2.10 Little Tin Shed Flowers preferred payment is via Bank transfer. Card payments can be also be taken using the link on your invoice.

2.11 **Little Tin Shed Flowers** hire many items to clients for a hire fee including, but not exhaustive, vases, votive, candelabras, containers, easels, and generic props. Any items hired that are lost, damaged, broken or failed to be returned on time must be paid for by a post-event invoice. This will be sent within 30 days after the date of your event and payment must be received within 21 days following the invoice. The hire charge does not include collection of the hired items. All hired items are the responsibility of you, the client, to return on the agreed date, within 5 working days of the event. **Little Tin Shed Flowers** can collect on your behalf for an additional collection fee. Security deposit may be requested.

2.12 It is standard for venues to move arrangements between rooms on your behalf. **Little Tin Shed Flowers** cannot be held responsible for any changes to the design once it has been moved. In the case of more bespoke arrangements, **The Little Tin Shed Flowers** can stay and move arrangements if required and if prearranged. In which case a charge of £25.00 per hour, per florist will be added to your invoice.

2.13 Once delivered the flowers no longer remain the responsibility or the property of **Little Tin Shed Flowers** and you, the client, are requested to make arrangements for their removal/disposal, unless otherwise agreed, a removal service is available upon request.

### 3. EVENT SET UP

3.1 **Little Tin Shed Flowers** accept no responsibility for any damage caused by flames or lit candles at an event once we have left the wedding set up. Whilst **Little Tin Shed Flowers** do provide candles and candle vessels, it is usually the caterer and/or venue staff that light them and we will therefore not be held accountable for any damage caused by them. It is the client's responsibility to check with venue that real candles are permitted.

3.2 **Little Tin Shed Flowers** request that we are the sole provider of floral arrangements and/or fresh flowers and foliage décor. Please note, except for church flower teams, we will not work or partner with any other provider of floral décor for your event.

3.3 **Little Tin Shed Flowers** are fully insured, and a copy of our public liability certificate is available upon request.

## 4. DELIVERY

4.1 **Little Tin Shed Flowers** charges a standard delivery fee which will be included in your quote. Where possible we offer a collection service from the Little Tin Shed Flowers studio.

4.2 Incorrect personal details may lead to problems or delays in delivery, so before confirming your event please ensure that you, the client, have provided full address and telephone details, including accurate postcode of the intended recipient and your contact telephone number or e-mail address so that we can notify you in the event that any delivery problems are encountered.

## 5.0 WORKSHOPS

5.1 We reserve the right to amend or cancel workshops. If the workshop does not have the minimum attendance levels, we reserve the right to cancel. If we cancel the workshop, we will endeavour to give you at least one week's notice and you will have the option to transfer to an alternative workshop or have a full refund.

5.2 Please be advised that the workshop locations may occasionally change due to operational reasons.

5.3 If you cancel more than 6 weeks prior to the start of the workshop we are happy to offer you a refund or transfer. Cancel within 6 weeks and we are able to offer you a transfer. If you are within 3 weeks, we will be unable to offer a refund or transfer.

## 6. POSTPONMENT OR CANCELLATION OF THE LITTLE TIN SHED FLOWERS PRODUCTS OR SERVICE

6.1 If you decide to postpone your wedding or event and we are available on your revised date we will hold the non-refundable booking fee against your new date. If we are **not** available on your new chosen date your non-refundable booking fee will **not** be returned to you.

6.2 Cancellation of the **Little Tin Shed Flowers** products or service must be notified as soon as reasonably possible. Any booking deposit paid will be retained regardless of the circumstances of the cancellation.

As per term 2.9, we must receive full payment no less than 6 weeks before the event. If you cancel your event within this time, after we have received payment from you, we will be unable to offer a refund, and will retain the full amount.

Please see below for following timescales and refund options:

12 months + before event date: Booking payment retained no further payment required.

9 months before the event date: Booking payment retained and an admin fee of £150.00 required.

3 - 8 months before the event date: Booking payment retained and 50% of total amount payable.

Less than 2 months - up to event date: Booking payment retained and full amount payable.

6.2 It is your responsibility to take out **wedding insurance** that offers you appropriate cover. **Little Tin Shed Flowers** shall not be liable for any failure or delay in the performance of this agreement for the period that such failure or delay is: Beyond the reasonable control of **Little Tin Shed Flowers** and materially affects the performance of any of its obligations under this agreement and could not reasonable have been foreseen or provided against. For clarity this includes any pandemic or epidemic which materially impacts the ability of **Little Tin Shed Flowers** to complete obligations laid down in this agreement.

## 7. THIRD PARTY PRODUCTS OR SERVICE

7.1 **Little Tin Shed Flowers** hire in many items for use in event floristry. All items are checked thoroughly, and high standard is ensured. However, in the highly unlikely event that an item was to break, crack or cause injury to a third party or individual then **Little Tin Shed Flowers** will accept no responsibility. In such circumstances additional security deposit may be

required. We will provide full contact details of the hirer and from there the dispute is to be settled.

## 8. FEEDBACK AND QUERIES ABOUT THE LITTLE TIN SHED FLOWERS PRODUCT OR SERVICE

8.1 Because of the perishable nature of our products the client will be advised upon delivery how to store/ care for your product and we ask that you fulfil this. Usually the instruction will be to keep the product in a cool place, away from draft, heat, or strong fumes and if a bridal bouquet, how we have left it until usage. We advise the client to make any queries or feedback immediately, so Little Tin Shed Flowers can do all in their power to rectify any reasonable requests. If this is not possible, we request any further queries must be made within 48 hours.

## 9. SOCIAL MEDIA AND THE USE OF IMAGES OF YOUR FLOWERS

9.1 Little Tin Shed Flowers may post an image, taken by us, on the day of your event (being respectful of your event timings). Following this, we will then share more photographs and details of the flowers in the form of a blog post which will be posted on our website and social media profiles. We will send you copies of the images we have taken should you require them. Please let us know if you don't want us to publish them. With your permission we will also contact your photographer to request sharing your professional images.

## 10. DISCLAIMER - ILL HEALTH, ACTS OF GOD OR ADVERSE WEATHER CONDITIONS

10.1 Ultimately Little Tin Shed Flowers can accept no responsibility for Acts of God, sudden ill health or adverse weather conditions and if we are prevented from providing Little Tin Shed Flowers service or product as agreed, a refund in these extreme circumstances can be agreed. Less cost incurred.

10.2 Whilst we agree to use our reasonable endeavours to ensure that Little Tin Shed Flowers service is fully operational and without error we cannot guarantee this. Acts of God, sudden ill health, adverse weather conditions and extreme transportation issues, may affect our ability to deliver the Little Tin Shed Flowers product or service. However, in these

cases we will remain in contact with the client in the lead up to the event and we will discuss a contingency plan with the client.

## 11. FORCE MAJEURE

11.1 If either party finds that the fulfilment of its obligations hereunder is prevented, restricted or interfered with by reason of circumstances beyond its control (such as, without limitation, industrial dispute, war, terrorist action or threat, rebellion, riot, civil commotion or disorder, transport disruption, general shortage of commodities, or defects or delays in deliveries from a supplier due to any of the aforementioned circumstance) then the party shall:

1. In writing, notify the other part accordingly.
2. Thenceforth be excused from performance of its obligations hereunder to the extent of such prevention, restriction or interference.
3. Be discharged from liability for delays in delivery, in relevant liquidated damages.
4. Use all reasonable endeavours to mitigate the effect of the causes of non-performance and as soon as such causes are removed or diminished, shall continue performance hereunder with the utmost dispatch.

## 12. GENERAL

12.1 We reserve the right to supplement and amend the Terms and Conditions of **Little Tin Shed Flowers** product or service from time to time. We will inform the client of any changes to **Little Tin Shed Flowers** terms and conditions. Unless you tell us otherwise by paying a booking fee and proceeding with the booking you are entering into a contract and therefore agree to these Terms and Conditions.

12.2 Additionally, we reserve the right to suspend, restrict or terminate **Little Tin Shed Flowers** products or services for any reason at any time.

## ACCEPTANCE OF TERMS & CONDITIONS

If you reserve the date with us by paying a booking fee deposit we will assume that you have read and agreed with the above Terms and conditions, and they will therefore be fully enforceable without a signature.

Name (required)

Your Email (required)

Wedding date (required)

Please confirm you agree to the terms and conditions?

Yes  No