TERMS AND CONDITIONS - WEDDINGS

The terms and conditions below form the basis under which your order will be executed. It is important to read them.

To reserve a date for your wedding a non-refundable booking fee of £75 of the confirmed quote will be required to book Robbins Flowers services. No fee will be taken until the client has confirmed they are happy with the quote and payment of the deposit will secure the booking. The quote is valid for four weeks from the date of issue.

The booking fee is non-refundable, even if the date is changed, the wedding cancelled for any reason, or the client decides to engage an alternative supplier. It is applied towards the contracted wedding flowers and is deducted from the final invoice.

If you are looking to book Robbins Flowers services for your wedding without a consultation or quote, we are happy to take a deposit to schedule our services, however this deposit is based on 25% of the average cost of wedding flowers being £750. However, we would stress that this represents a minimum spend of £750.00 The costs for wedding flowers can be higher, depending on what you require.

In the event of a cancellation, charges may also apply. Cancellation eight weeks prior to the wedding date will incur a further charge of 25% of the total amount and full payment will be required for cancellations two weeks before the day of the wedding. Charges are applied at our discretion pending cancellation circumstances. No charges will be applied should the wedding be changed to a different date and all products are still required – subject to date availability.

The full balance for the contracted work is required two days before the wedding. It is the client’s responsibility to ensure that the invoice details are correct.

Any changes will be brought together at a meeting, via email or on the phone approximately two months ahead of the wedding, when all additional ideas and revisions can be addressed. This is rather than an on-going email correspondence, which we feel can result in confusion.

The total price includes delivery of flowers on the day to a maximum of two addresses within a 10 mile radius of the shop and is subject to a minimum order value of £150.00. Additional deliveries will be subject to a charge but can be arranged.

Whilst we aim to make all deliveries within sufficient time before the event, we cannot be held responsible for any unexpected circumstances that may occur that are beyond our control. We will aim to make alternative arrangements should this happen. In this event, refunds will be at our discretion.

Robbins Flowers prides itself on stunning floristry of the best quality and makes every effort to provide the exact varieties discussed throughout the consultation and booking process. Sometimes, however, due to circumstances beyond our control – such as extreme weather or supply issues – it may be necessary to substitute.

Robbins Flowers reserves the right, without penalty or cancellation by the client, to alter the style and shape of vases, pots, sundry items and display articles should any required items become unavailable prior to the wedding date. Clients will be informed when possible.

All hired items are subject to a £50.00 deposit charge. The client is fully responsible for all damaged or missing items and the cost of all such items will be deducted from the deposit charge at full retail value. The deposit charge will be returned in full on safe collection of all property belonging to Robbins Flowers.

Should the client have any issues with the quality or standard of the flowers/displays, the client must notify the florist on the day of receipt. Robbins Flowers reserves the right to rectify any errors on the day without prejudice. Any complaints regarding the quality, shape, size, quantity etc cannot be accepted after the day of the event.