



Wedding Contact Information

Bride's Name:	
Phone Number:	
Groom's Name:	
Groom's Number:	
Email Address:	
Wedding Ceremony Date:	
Time of Ceremony:	
Location of Ceremony:	
Reception Venue:	
Reception Time:	
Photographer:	
Referred By:	



Wedding Terms & Conditions

Your Special Day

Smithfield Florist prides itself on helping to ensure that your wedding day is special! To ensure that we can meet your specific requirements, it is recommended that you make an appointment to conduct your initial wedding consultation.

Initial Wedding Consultation

We are happy to provide an initial wedding flower consultation to each couple **FREE** of charge to discuss your specific floral dreams and requirements, to ensure that your day is memorable. We will provide advice in relation to flower availability and styling options, from which we will then be able to provide you with a quote.

Any further consultations requiring site visits etc. may be charged at \$75 per hour or part thereof. Administration fees may also be charged for excessive email(s) & call(s) to our business in the lead up to your wedding/event, that require us to contact/change orders already placed with suppliers and wholesalers. A fee may also be charged for travelling to/from a venue for styling/setups and time spent on location. This can be discussed during the initial quoting process.

Refusal of Service

Smithfield Florist reserves the right to decline any order.

Date Availability

Smithfield Florist only accepts bookings up to 24 months in advance. In most cases we are fully booked 12 months in advance and only take a limited number of weddings on any day to ensure your wedding receives the full attention and care it deserves! Please contact to confirm date availability. Once payment has been made on an estimate/quotation and deposit paid, your date is secured!

Terms & Conditions Booking / Payment Terms:

Your Wedding flower invoice (attached to this contract) is valid for 21 days only (as a tentative booking, after this period the date is open to all other brides, you will be contacted if someone else is interested as first priority, if no reply or no booking fee is made, your forfeit being first priority.

Smithfield Florist - Make Your Wedding Dreams Come True
Shop 1, 7-11 Salvado Drive Smithfield QLD 4878
Ph: (07) 4038 2699 **Email:** flowers@smithfieldflorist.com.au
www.smithfieldflorist.com.au

Non-Refundable Booking Fee

A booking is confirmed upon payment of the **non-refundable Booking Fee** of **\$100.00**, together with this receipt of your signed agreement.

Your non-refundable booking fee can be paid via the following methods:

Direct Payment in Shop: Payment can be made by cash or direct deposit or Credit Card.

Direct debit:

Account Name: Smithfield Florist

BSB #: 084-004

Account #: 40-932-7949

Balance of Wedding Flowers / Event Styling Payments

The balance is payable no later than **30 days prior** to your wedding/event date into our nominated bank account. If the balance is not paid at this time, Smithfield Florist will allow you to have until 2 weeks before to pay balance out of good faith. If at this stage no owing money is paid your booking will be void, and no flowers will be supplied.

Your wedding should be booked at least 4 weeks prior to your wedding. This gives us time to pre-order your flowers & reserve your special day in our calendar.

Pre-Wedding Flower Trials

Should you wish to conduct a trial of any part of your order, this can be arranged. The cost will be the same as what the individual item is listed on your quotation. This amount is payable prior to the scheduled trial.

Photographs

Smithfield Florist reserves the right to photograph all arrangements upon installation for promotional material use.

By giving us your photographer's name, we can contact them regarding using a few photos (will only be of flowers, bride and groom- unless told otherwise). If you don't put their name, then we will contact you about using one or two photos of the flowers to showcase our work.

All final changes must be made no later than 30 days prior (4 weeks) to your wedding date.

Cancellations

Cancellations, **30 days** or more prior to your wedding date: ALL money besides the booking fee (**\$100 non-refundable**) will be returned within 14 days (allowing for bank transfer days) and your booking will be cancelled.

Cancellations **WITHIN 30** days of your date, all money that has been paid at this time will be kept for admin fees and wholesaler payments for your supplies. Your booking will be cancelled.

Change of dates - If Smithfield Florist is available we can change dates, if not enough time given, or Smithfield Florist is not available and no agreement to a new date is made, your booking is cancelled and a **50% refund will be provide excluding the non-refundable booking fee.**

Change of Dates within 2 weeks of wedding will void any refund due to stock being ordered from suppliers (Smithfield Florist holds the right to charge you any extra fees charged to us by suppliers for cancelling orders)

Security Deposit for Hired Stock: · Credit card details must be supplied as a security bond for all items on hire. Smithfield Florist reserves the right to charge replacement costs for items damaged, lost or broken.

Delivery, Set Up & Collection: Smithfield Florist will not leave bridal party bouquets etc at venues, churches, reception areas without someone within the bridal party confirming the order before Smithfield Florist/courier leaves.

Smithfield Florist will try our very best to have your deliveries on time, we will not incur any liability for non- delivery of goods/ services due to the following reasons which is out of our control; delays due to riot, state of war, civil disorder, fire, flood, traffic accidents, equipment break down, actions of government / civil authorities, natural disasters, terrorist attacks, and Any other acts of God we cannot control!

Wedding Flower deliveries and Reception Set ups can be delayed due to unexpected circumstances, i.e. venues not being set up and ready for styling when indicated. We always allow enough time for small setbacks, but we cannot control venues/receptions and traffic conditions i.e. accidents and will not be held liable for these incidents. Smithfield Florist will always contact parties involved if we are delayed for any reason.

Surcharge applies if venue's policy states that hired stock must be collected at the completion of the wedding reception at the end of the night, or well outside normal store trading hours. Preparation, delivery & collection on a public holiday may attract a surcharge.

Product Substitution & Availability

Smithfield Florist will make every possible effort to deliver flowers exactly as ordered, very rarely due to circumstances out of our control may an ordered flower or colour be unavailable. Smithfield Florist will not be held accountable for flowers/colours and will not issue refunds based on this.

All flowers and products are subject to seasonal quality and availability (which can change year to year due to weather). If specific flowers are not available at the time of your wedding, you will be contacted. If required a consultation will be arranged to discuss alternative options.

Colours and Size of all flowers may vary each season, and can be slightly lighter or brighter, Larger or smaller than the original photo. Smithfield Florist accepts no responsibility for these variations which are out of our control.

The bridal bouquet sizes are a guide. The actual size may vary from each wedding due to the flowers used, and the sizes of those flowers. Your bouquets may be slightly larger or smaller than guided. This is out of our control. Smithfield Florist accepts no responsibility for variation in bouquet sizes

Containers and vases may change due to supplier issues, Smithfield Florist will substitute the selected product with items of greater or equal value.

Smithfield Florist does not accept liability for any flowers perishing quickly in cases of extreme heat (30 degrees and over) or incorrect storage after delivery / set up. Smithfield Florist cannot be liable for any Emotional, physical or financial distress due to any unforeseen circumstances listed in this contract.

Contract of Agreement: I _____ (client's name) agree with the terms and conditions as listed above. I have proof read my confirmed wedding flower order, and confirm that all details pertaining to the venue, date, delivery times & scope of the order is correct.

Client's Signature: _____

Date: _____

Please provide credit card details if hiring stock from Smithfield Florist.

Credit Card No: _____

Expiry Date: ____ / ____ **CCV:** ____

Cardholders Name: _____

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Signature: _____

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