



LAVENDER + ROSE

# TERMS + CONDITIONS

FULL STYLING AND PROP HIRE



# HELLO

## Here's an overview of what to expect when you book with us

*Thank you for considering us for your big day or event. The opposite gives a brief overview of the ten steps of our booking process, but please feel free to shout with any question you may have. The following pages may contain pretty blunt language, but rest assured that we'll make your experience as personal and pleasant as possible, despite the legal chat detailed here.*

1. Initial email consultation
2. Client issued with information pack and terms and conditions for proposed booking
3. Date holding deposit paid by client
4. Moodboard created with direction from client on requirements and budget
5. Quote issued
6. Skype or phone consultation to finalise details if needed
7. Invoice issued, no longer than two weeks later after receiving mood board
8. Half of the balance paid, less the holding deposit fee
9. Remaining balance paid 1 month before event
10. We turn up on the day and make everything look PRETTY







# COMMUNICATION

## (is key)

Please feel free to email us at anytime during the week with questions or ideas; however, in order for you to get the most out of your time with us, all correspondence will be collected and researched as needed and then discussed at your scheduled meeting or Skype call. We will definitely let you know that we have received your question, but we just want you to be aware that we want to make the most efficient choices with your time. Obviously with big events, there are time sensitive questions that come up and we will definitely handle those accordingly as they arise. All correspondence outside of our one-to-one is done via email, not because we don't enjoy hearing your voice, but to make sure we have a written record of all correspondence.

You will email either Rosie or Jess on [hello@lavender-and-rose.com](mailto:hello@lavender-and-rose.com). com and our office hours are Monday - Friday 10am - 4pm. You can expect a response within 72 hours. This is for business days only. If you email on Friday at 2pm, you will hear back from us no later than the following Wednesday at 2pm. We are also out of the office on all big holidays including, but not limited to, New Year's Day, Easter, the entire week of Christmas, and New Year's Eve.

Any communication post-booking should be completed via email. Any phone consultations must be scheduled in advance. Additional meetings (including site visits if necessary) will be billed at £50 per hour. Please allow us the above response time on all communication. We are committed to executing flawless events and spend Thursday - Saturdays creating for our upcoming events, therefore we may require additional response time when conducting large-scale events. We will provide the same level of service and commitment when your day comes!



## DATE CHANGES

In the event of a date change, a new proposal will be drafted by Lavender and Rose Ltd, dependent on date availability. Previous deposits will be forfeited by the client and a new 50% deposit will be due. All deposits are non- refundable and non-transferable.

## UNFORESEEN CIRCUMSTANCES

In the unfortunate event that the event is canceled due to ANY circumstances including but not limited to: event called off, date change, Act of God (car crash, severe weather, death in family) within one month of event, the client agrees to full responsibility of any remaining balance due to Lavender and Rose Ltd and will pay in full before originally scheduled date of event. We strongly recommend you have insurance.

## DESIGN & CREATIVE FREEDOM

Lavender and Rose Ltd will only conduct the work as agreed with the client. For instance, if a family member requests that we interrupt our set-up to attend to something else, we will ensure that we complete what we have agreed with the client as a matter of priority.

In addition, we have the right to make last minute changes if necessary without consult. For example, if it is beginning to rain, we have the right to move floral installations indoors.

## INTELLECTUAL PROPERTY

All designs are property of Lavender and Rose Ltd. Copies of design proposals will not be given to the client until the date holding deposit is paid.

## DISPLAY RIGHTS

Lavender and Rose Ltd reserves the right to use images from your event for promotion, display, advertising, internet and publication. Specific images will be discussed prior to display upon request.

## PROFESSIONAL IMAGES

Client will give us access to professional photos from the event. Client will ask photographer to send Lavender and Rose Ltd a link to download images OR client will send link directly to Lavender and Rose Ltd

## CREDIT & SOCIAL MEDIA

When posting an image from your event, please credit us for Floral and Event Design where appropriate. Here are our credits:

I: @lavenderandroseevents

F: [www.facebook.com/lavenderandroseevents](http://www.facebook.com/lavenderandroseevents)

P: [pinterest.co.uk/lavenderandroseevents/](http://pinterest.co.uk/lavenderandroseevents/)

## NON-DISPARAGEMENT

By accepting the services or products of Lavender and Rose Ltd, you agree not to publish to any website, forum, or social media service negative

reviews or disparaging comments or statements about Lavender and Rose Ltd, its services, products, owners, or employees.

When you use the website or purchase any service or product from Lavender and Rose Ltd, you agree not to engage in any form of conduct or make any statements or representations that disparage or otherwise harm the reputation, goodwill, or commercial interests of Lavender and Rose Ltd.

You understand that should you violate this agreement, Lavender and Rose Ltd will suffer irreparable harm and damages. You agree that actual damages would be difficult or impossible to ascertain. You further agree that liquidated damages to the amount of £5,000.00 per publication, posting, conduct, or statement that violates this agreement is a reasonable estimate of the damages incurred or to be incurred by Lavender and Rose Ltd. You agree that the amount of liquidated damages is fair and reasonable and does not act as a penalty to you, but rather a reasonable fee associated with the damages Lavender and Rose Ltd will suffer.

You also agree that Lavender and Rose Ltd may prevent or cure breach of this agreement by appropriate injunctive relief. By accepting the terms of this non-disparagement agreement, you authorise Lavender and Rose Ltd to present this agreement to any online or print service provider as an agreement by you to allow Lavender and Rose Ltd to request and



authorise removal of any negative review or disparaging comment or statement. You agree that consideration has been exchanged between Lavender and Rose Ltd and you to allow this agreement to be in full force and effect.

## BILLING

Billing for our services will be due in two equal parts. An invoice can be agreed upon no later than two weeks after first receiving your mood board. One payment will be due at the time of the invoice being issued, and the final balance is due, including any additions made over the course of the time leading up to the event, one month before you event.

We of course will do everything we can to make sure you have paid in full before your wedding day or event, however, things happen on the day of events and during that are unexpected. For example, if you have a last minute requirement for additional products, we will try our best to assist. In this instance your invoice for the additional products will be issued after the wedding.

## HOLDING DEPOSIT

Your date is not secured until you pay the required £50 date-holding deposit. Following this you are required to agree your invoice within two weeks or forfeit your date. No refund will be issued.

## OUR RIGHTS

Lavender and Rose Ltd has the right to cease working with the client at any time if we feel it isn't a good fit. The client will only be reimbursed for any goods not received, which will be assessed on a case-by-case basis and granted at our discretion.

Lavender and Rose Ltd has a no-tolerance bullying policy. Everyone on the Lavender and Rose Ltd team will be treated with respect by our clients at all times, before, during, and after your event.

## AMENDMENTS

After the initial invoice has been issued clients will be allowed to make two rounds of changes, with a maximum of three invoices in total being issued to any one client. Changes must not cause the total value of the invoice to decrease.

## MOOD BOARDS

Included in our pricing is one mood board per event. We would like to stress that mood boards are just that, they create a sense of the overall look. These are indicative only and will not be replicated exactly. If there are significant changes to your initial brief and an additional mood board is required we charge an administration fee of £50

## PRICING

As weddings are often booked in advance we cannot guarantee our pricing, and final costs will not be confirmed until the month before your wedding when your final payment is due. While we will do everything we can to keep your quote as close to your budget as possible, flower prices may increase over the months leading up to your wedding or event. In this case we reserve the right to add the difference to your invoice.

## CONTRACTUAL RESPONSIBILITY

By entering into working with Lavender and Rose Ltd the client agrees to all information stated within this document, and to full responsibility for agreed upon service fees. Payments will be made on time and any changes will be mutually agreed upon within one month of event. Client also agrees that Lavender and Rose Ltd is to have direct contact with client at any time necessary. The client must be available for contact at all times during the planning process. Lavender and Rose Ltd has the right to cancel this contract at any time if we feel the contractual obligations are not being met.

Our priority is to make this process as enjoyable for you as possible.



# PROP HIRE

## Hire conditions: Overview

Quoted hire rates are for a 48hour period commencing from when items are signed for upon delivery or collection (unless otherwise specified). Hire periods cannot be extended without written agreement from Lavender and Rose Ltd.

It is the responsibility of the customer to ensure all items listed on the invoice are correct. Please verify your invoice is correct and notify Lavender and Rose Ltd if any amendments are required.

All goods are to be returned clean and in good condition.

No refunds will be made for unused goods.

Lavender and Rose Limited may use your logo or images in our promotional material

## Payments and security deposits

A deposit is required to confirm your order. This deposit will be 50% of the total hire cost, including delivery and a £100.00 security deposit. Upon receipt of this order we will reserve your items for you. This deposit is a non-refundable payment. The remaining balance is to be paid no less than 30 days before the event. The £100.00 security deposit will be returned to you upon safe return of the items hired.

Lavender and Rose Limited must have the outstanding funds cleared before the arranged day of delivery/collection. If your balance is not paid in full and you do not cancel your order, you will be liable for the amount due and we will not deliver or allow you to collect.

Late returns will be charged at a daily hire rate for up to seven days, after which they will be charged at double the standard daily hire rate.





Quoted prices are valid for 1 month. If your deposit is not paid within this period, your order may be subject to price variations.

After your event we will write to you to request your bank details to allow us to return your security deposit. We will write to you twice only. If you have not responded we will hold your deposit until we are requested by you to return it.

## DELIVERY & COLLECTION

All items must be signed for upon delivery/collection.

Delivery fees are not inclusive of set-up fees. Please contact Lavender and Rose Ltd if set-up is required. This will incur an additional fee.

Delivery fees are based on delivery during normal working hours (10:00 – 16:00) unless noted otherwise. Please contact Lavender and Rose Ltd if delivery during unsocial hours is required. This will incur an additional fee.

We prefer to deliver to your venue prior to the date of your event to ensure your items arrive on time. If you request us to deliver on the day of your event, you do so at your own risk.

All collections and deliveries are from our registered office:

10 Queen Street, Helensburgh,  
G84 9LG unless otherwise agreed.

Please do not leave items unattended outside of our business address. Items lost or stolen from our premises due to unattended delivery will be charged for.

## LOSS & DAMAGE

Losses, breakages or damage to goods will be charged at our current repair or replacement rate. Replacement costs can be issued to you prior to hire upon request. Loss and damage costs will be deducted from the security deposit. If the cost of repair or replacement is greater than the amount of the security deposit, a separate invoice will be issued.

The customer is responsible for any loss or damage to goods for the entirety of the hire period. It is the customer’s responsibility to ensure that the goods are fully covered by insurance with regard to theft, damage and public liability risks.

Excessive cleaning costs may be charged for and deducted from the security deposit.

Lavender and Rose Ltd shall not be responsible for any injury or damage to people or property arising from the use of the equipment under hire. Lavender and Rose Ltd will not be liable for any

delivery delays caused by circumstances out with our control.

The customer is responsible for the safe use and handling of the equipment under hire.

The colour and condition of our items may differ from the images on our website. It is the customer’s responsibility to inform us of any specific requirements regarding colour, condition and suitability for your event.

## CLEANING

When hiring our props you agree to return them clean, and in the same condition that they were provided to you.

## PROP HIRE CANCELLATION

To cancel your order, you must inform Lavender and Rose Ltd in writing. Lavender and Rose Ltd are not required to refund any deposits however each case will be assessed on an individual basis.