BOOKING TERMS AND CONDITIONS

FOR WEDDINGS, EVENTS & WORKSHOPS & WEBSITE USE

WHAT YOU CAN EXPECT FROM ROSE DECOR STYLING

An initial phone consultation to gather all the details regarding visions for your wedding day.

After the consultation you will be provided with a quote usually within 7 days.

Contact with Rose Decor Styling can be made via email, phonecall, text, or whatsapp depending what is the most convenient for you. Please feel free to make contact and expect a response within 72 hours.

You can be involved in the design process as much as you would like, or you can leave all the decisions to Rose Decor Styling.

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BOOKING AND PAYMENT

Bookings are only confirmed on receipt of a completed and signed booking form, and once a non-refundable 25% booking fee is received. Your booking will be confirmed in writing, which will also receipt your booking fee payment and will state your outstanding balance and when it is due.

The non-refundable booking fee is required to secure all bookings and covers all client consultations, research and preparation of your quote/booking form.   
Final payment for all weddings and events is due 4 weeks prior to the event. Payments received after this date will incur a late payment fee of 10% of the balance owing.   
Payment for bookings made within 6 weeks of the event will be due immediately in full.   
Prices of products are subject to change without notice, however once a booking fee is paid, price changes will not affect the agreed prices as stated in your booking.

Prices provided in the quote are valid for 14 days. Prices of designs may change if additional elements or details are added to the original design and these changes will be added to your booking. If any substantial changes are added then a further payment may be required.  
Final numbers for hired items should be made clear to Rose Decor Styling 6 weeks before the event.   
The final invoice will be calculated to the final numbers and services which you have booked. A minimum spend of £1000.00 is required for all weddings/events.

Any total order of under £500 will require payment in full at the time of booking.

In addition to the arrangement costs, further costs including mileage, labour and ‘other’ will be added to your quote.

Mileage is charged at 0.45p per mile from my studio in Thorpe le Soken, Essex and is applicable to all bookings.

Labour cost includes but is not limited to consultations, quote preparation, venue visit, ordering and collection of products, conditioning and preparation of flowers, delivery and collection of flowers/hired items and clear down.

‘Other’ may include the cost of freelance florists or van hire. if applicable.

You will be provided the bank details for an online transfer.

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FLOWERS

All flowers seasonal and non-seasonal are subject to availability and freshness and this is dependent on a variety of factors – weather, transportation, delays, disasters etc. These conditions may require us to make substitutions to assure maximum quality for your event. Rose Decor Styling will take the utmost care to maintain style, theme and colour scheme whilst using flowers of equal or greater value. We also reserve the right to artistic license in design and this allows us to adjust the selection of flowers used serving you to the highest of our ability. All rental items remain the property of Rose Decor Styling and will be clearly identified in your hire agreement.   
We must order flowers for your event well in advance. Final numbers must be submitted to us at least 6 weeks in advance. There is a 4 week deadline prior to your event for making minor changes (1 or 2 items). If no hire items are used, all fresh flowers used may become the property of the client once delivered to the venue, and therefore the disposal of such flowers become your responsibility. Any arrangements for Rose Decor Styling to remove flowers after your event must be discussed and agreed with Rose Decor Styling before your event.

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VENUE STYLING AND DESIGN PACKAGES

Rose Decor Styling reserves the right to alter or adapt your final design during set up if unforeseen circumstances arise such as changes to the layout of a room made by the venue, accidental damage to any decor, an unforeseen adverse risk to the safety of our staff or your guests, or to comply with the safety regulations of your venue. Every effort will be made to keep the overall look and style of your decor as similar to the agreed design as possible.   
Rose Decor Styling regularly takes photographs of the events which we have been involved in. These images may then be used selectively during client consultations, on our website, as part of our portfolio, and shared on our social media platforms. At no point are your full details attached to these images and your privacy is always protected. It is assumed that you agree with this use of our images unless you tell us otherwise in writing.

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PERIOD OF HIRE

All hired items remain the property of Rose Decor Styling, including any glassware and containers. During the period of hire, the hirer will be solely responsible for all hired goods. This means that the person who has signed the booking form is accepting responsibility for all hired items, their safe keeping and their safe usage, this includes before, during and after use, and until they are collected by Rose Decor Styling. Collection of hired items will be the day after your event, unless otherwise specified. Items should be ready for collection from 0800 on the day after your event, a collection time will be arranged with the venue on set-up. The final number of hired items used in your event is the number of items we expect to collect after your event. On collection, if any items are missing or broken then this will be the responsibility of the client to replace the cost of each item.

Rose Decor Styling will endeavour to fit with the set-up and collection times as stated by your venue and the needs of the other suppliers. We will arrange a set up time with your venue the week of your event. It is the client’s responsibility to ensure that the venue is clearly instructed so that these terms and conditions are met. Additional visits to a venue to collect missing items will be charged for and invoiced to the client after the event if items are not available at the agreed time.

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ISSUES RELATING TO SET-UP

If a venue is not ready at the pre-arranged time for the Rose Decor Styling team to set up, then Rose Decor Styling may not be able to complete your set up and will not be held accountable if this is the case. Please inform us at the time of booking if your wedding styling involves a room being used for your wedding ceremony which is then being turned around into your wedding reception, as this will impact on the available time to set up your decor. We will need to know as far in advance as possible the time at which we can access your wedding ceremony and wedding reception rooms or spaces, to allow us to plan the set up.

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EXCLUSIVITY

It is understood that Rose Decor Styling will act as the sole and exclusive florist for your event. By signing this contract, The Client agrees that no other person, company, professional or otherwise, shall provide fresh or artificial floral products for The Client’s event location or event reception without the consent of Rose Decor Styling. This clause is to protect the image of Rose Decor Styling from assumptions that might occur from the event’s attendees. Some exceptions may apply, inquire with Rose Decor Styling.

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LIABILITY

Rose Decor Styling will not be held responsible for injury or damage to persons or property howsoever sustained arising from any goods under hire. Rose Decor Styling will ensure that hired stock items including chair covers and sashes, chair hoods, floral arrangement, backdrops, props, table runners or table swags are fitted or positioned correctly to prevent any injury. Rose Decor Styling will be under no liability in respect of any defect arising from wilful damage, abnormal use, failure to follow our instruction (whether oral or in writing), misuse or alteration or repair of the hired items without our approval.

Rosie Obeney, T/A Rose Decor Styling is fully insured as a wedding stylist and florist. Our insurance covers public liability, professional indemnity and employee liability. If you would like to see a copy of our insurance, please feel free to ask.

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UNFORESEEN CIRCUMSTANCES (FORCE MAJEURE) & CANCELLATION

Whilst we agree to use our reasonable endeavours to ensure that the service agreed between Rose Decor Styling and The Client is fully operational and error-free we cannot guarantee this. Acts of God, sudden ill health and adverse weather conditions may affect our ability to deliver the Rose Decor Styling product or service. However, in cases of adverse weather we will remain in contact with the event commissioner in the lead up to the event and, if the event is out of season, we will discuss a contingency plan with the event commissioner. We have contingency plans for such occasions of sudden ill health. If Rosie Obeney of Rose Decor Styling is unable to personally complete or deliver the agreed service for your event, then this will be completed by a member of our experienced freelance team or outsourced accordingly. Ultimately, we can accept no responsibility for Acts of God (Force majeure) sudden ill health or adverse weather conditions and if we are prevented from providing the Rose Decor Styling service or product as agreed, then we can only offer a refund of full monies paid, excluding the non-refundable booking fee.

If an event is due to held be outside, but a sudden change in weather prevent this from occurring, or do not allow Rose Decor Styling to provide the set up agreed in service, then the service may have to be moved inside if applicable, no action can be taken against Rose Decor in this circumstance.

A force majeure event includes any act, event, non-occurrence, omission or accident beyond our reasonable control and includes, in particular (without limitation), the following:  
(a) strikes, lock-outs or other industrial action; or  
(b) civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war; or  
(c) fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster; or  
(d) impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport; or  
(e) impossibility of the use of public or private telecommunications networks.

Our obligations under these Terms are suspended for the period that the Force Majeure Event continues, and we will extend the time to perform these obligations for the duration of that period. We will take reasonable steps to bring the Force Majeure Event to a close or to find a solution by which our obligations under these Terms can be performed despite the Force Majeure Event.

In the event of a postponement of the event, Rose Decor Styling will endeavour to change your booking, where possible, to your alternative date. An alternative date cannot however be guaranteed.   
If the booking is cancelled after payment of the non-refundable booking fee and confirmed in writing by the client, at any point up to 6 weeks before the event, no further payments will be taken, and the contract will be deemed cancelled.   
If the booking is cancelled within 6 weeks of the event, 50% of the remaining balance must be paid.   
If the booking is cancelled after full payment has been made, the cancellation will result in the forfeit of the booking fee and all monies paid.

In the event that the government takes steps to restrict the movement or assembly of people due to an outbreak of any kind, including COVID-19, our first priority must be public health and safety. Therefore, Rose Decor Styling regretfully will not be able to attend your event, if to do so would put us in violation of government issued advice or orders which could invalidate the insurance held by Rose Decor Styling. As stated above, Rose Decor Styling will endeavour to provide the agreed service on a new arranged date. Rose Decor Styling will not be held responsible for failing to provide the service if such restrictions are issued by the government. Nor will any refunds be issued if you choose to proceed on the stated date in violation of official advice.

If any party of this agreement is informed to self-isolate due to contamination of any outbreak, then the above conditions apply, and either the service may be postponed, or in the case of Rose Decor Styling not being able to personally complete or deliver the agreed service for your event, every reasonable effort will be made to source a replacement florist, but if (and only if) this is not possible, then Rose Decor Styling agree to refund monies paid by the client.

It is the responsibility of the client to inform Rose Decor Styling if any party of this agreement and/or guest at their event has been informed to self-isolate so appropriate consideration can be taken on how to proceed accordingly.

Evidence of venue cancellation which means the event cannot go ahead will be required in writing by the venue.

Please note that any postponement may incur extra costs as flower prices differ every year.

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DAMAGE

Standard laundering of fabric décor (chair decorations & table linens) are included in the hire price which includes stains from food and drink, and light scuff marks from shoes. Rose Decor Styling considers this part of normal wear in such an event. However where there is evidence of excessive damage including items that have been dragged on an external floor or surface, ground in earth stains, burns, holes, rips and tears, candle wax, grease or deep staining which cannot be removed through standard cleaning processes, charges will be made for replacing the damaged goods. Candles used on tables which include any table linens supplied must be in suitable containers that will contain and hold any wax drips or spills. Where wax is spilled on any table linens while on hire which cannot be safely removed the client will be charged full replacement value of the linen. Rose Decor Styling will inform the client within 30 days, in writing of any damages and costs concerning any of the hired items. An invoice will be sent outlining the amount of damage and costs with photographic evidence of the damaged item.   
Breakages of glassware can sometimes occur. Clients are liable for a replacement charge for items which are broken before collection by Rose Decor Styling.   
Hire items which are not available for collection by Rose Decor Styling will incur a replacement charge if these are not returned to Rose Decor Styling within 7 days by the client. If the client does not return the item(s) to us, Rose Decor Styling will charge the client for collection of the item from your venue at a rate of £0.55 per mile from our base.

Any damage on unsatisfied feeling towards the service or product delivered by Rose Decor Styling should be photographed and supplied to Rose Decor Styling as soon as possible, along with a written explanation.

Rose Decor Styling will not accept any responsibility to buttonholes, corsages, or any other flowers that are worn on the person, which are damaged by hugging or seatbelts. The Clients are reminded that flowers are delicate and will damage if not treated carefully.

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ADDITIONAL CHARGES

Additional charges for non-returned or damaged goods will be charged at full replacement value.   
Replacement charges for glassware will be on a like for like basis.   
In the event that Rose Decor Styling needs to make additional visits to the event venue (excluding initial set-up and rip-out visits) due to a venue not being ready for set-up at the agreed time or chairs / tables / table linen not being in place ready for decoration at the agreed time, additional mileage charges will be charged to the client at a rate of 55p/mile. This also includes an additional return visit to collect items which have not been returned at the agreed collection time.

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ADVERTISEMENT

Rose Decor Styling assumes you agree and allow the use of any photographs taken for the use of advertisement on Rose Decor Styling’s website and social media. Your full names/ details of wedding will not be disclosed.

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CAKE FLOWERS

Upon request, flowers may be supplied for the cake maker to attach to a cake, Rose Decor Styling will not attach the flowers to the cake or take any responsibility for any illness resulting from the flowers being attached. This remains the responsibility of the Client and/or cake maker to ensure the safety and hygiene satisfactions are met.

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FLORISTRY WORKSHOPS

Please note some that the above conditions apply where applicable; these are additional conditions relating specifically to floristry workshops taught by Rose Decor Styling.

1. A non-refundable booking fee, or full payment [this is to be decided by Rose Decor Styling] is required prior to commencement of your workshop. Your place on the workshop will not be confirmed without prior payment. For Private workshops, full payment is required prior to your event.
2. If a workshop is postponed for reasons for which we are responsible, including staff illness, we will make every reasonable effort to reschedule the workshop.
3. Non-attendance of workshops due to illness or for personal or professional reasons does not create any right to a refund, extra tuition or a transfer. However, in such an event we will consider all the circumstances and take such action that we consider to be fair and reasonable. You may transfer onto another workshop if there is space available on another date.
4. The course fee includes the cost of basic materials and flowers, unless stated otherwise in the description of the workshop.
5. You will be advised of the workshop location in the workshop description. For any private events, the correct address of the event is to be supplied to Rose Decor Styling on the booking form. It is the participants responsibility to ensure the correct details are provided to Rose Decor Styling.

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WEBSITE USE AND PRIVACY

This website is owned and operated by Rosie Obeney. These Terms set forth the terms and conditions under which you may use our website and services as offered by us. This website offers visitors information re the floral services provided by Rose Decor Styling and some products, bookings and subscriptions (as seen on the web shop) By accessing or using the website of our service, you approve that you have read, understood, and agree to be bound by these Terms.

When buying an item, you agree that: (i) you are responsible for reading the full item listing before making a commitment to buy it: (ii) you enter into a legally binding contract to purchase an item when you commit to buy an item and you complete the check-out payment process.  
  
The prices we charge for using our services / for our products are listed on the website. We reserve the right to change our prices for products displayed at any time, and to correct pricing errors that may inadvertently occur.

All resin pieces are made bespoke to your order and therefore I do not offer a return or refund. If you book to attend a workshop held by me (Not applicable to bespoke private workshops) then your place is non-refundable, however, it may be transferred to a new date if you are unable to attend.

We reserve the right to modify these terms from time to time at our sole discretion. Therefore, you should review this page periodically. When we change the Terms in a material manner, we will notify you that material changes have been made to the Terms. Your continued use of the Website or our service after any such change constitutes your acceptance of the new Terms. If you do not agree to any of these terms or any future version of the Terms, do not use or access (or continue to access) the website or the service.

We may, without prior notice, change the services; stop providing the services or any features of the services we offer; or create limits for the services. We may permanently or temporarily terminate or suspend access to the services without notice and liability for any reason, or for no reason.

While using the services of Rose Decor Styling or [www.rosedecorstyling.co.uk](http://www.rosedecorstyling.co.uk) we may ask you to provide us with certain personal data that can be used to contact or identify you (“Personal Data”). Personal Data may include, but is not limited to:

· Email address

· First name and last name

· Phone number

· Address, Postcode etc

For clients who work with the company, we may also collect further, voluntary information to enable us to provide our service in an optimised manner. Some data collected from clients may include:

· Wedding details

· Family details

· Bank details

Full details regarding privacy and how to Opt OUT of emails may be viewed on www.rosedecorstyling.co.uk

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If you are unsure about any of the contents, please feel free to discuss with Rose Decor Styling. Your understanding and agreement is paramount.

You can contact me on hello@rosedecorstyling.co.uk