



Wedding Flowers Terms & Conditions

We invite our brides and grooms to a no obligation wedding consultation where we can sit down and get to know a little more about you both and your day, likes/dislikes, ideas and of course view our portfolio of past creations and seasonal trends.

From this consultation we create a personalised wedding style quote designed to suit your day.

All prices quoted are inclusive of GST and all prices are quoted in (\$AU) Australian dollars.

First two consultations are complimentary, further appointments incur a \$45/hour fee.

We are available on email or phone within business hours if you wish to discuss your order or make any changes.

From the Heart Flowers is the boutique wedding branch of Thrive Flowers & Events Pty Ltd.

All photos illustrated are a guide to the colour due to its organic state, flower tones, size and shape variations can occur.

Bookings & payments

Bookings are only made once a deposit has been paid. Unfortunately, we do not accept any tentative bookings. A 25% non-refundable deposit is required in order to make a booking.

The balance is due in full one month prior to your wedding date.

Order confirmation

Once the above deposit is paid, your wedding date is confirmed. You will receive a tax invoice showing the maximum balance quoted, less deposit paid. You will then be emailed a final invoice due on receipt one month prior. If paid in full, we will issue you a sales receipt.

If you have any questions about your order or the tax invoice, please contact us at info@thriveflowers.com.au or 9486 0565.

Substitution

It may be necessary on rare occasions to make floral or decor substitutions when flowers or products are temporarily unavailable or of sub-standard quality, you will be called prior to your wedding date to discuss any alterations to your order & where substitution must occur, products of equal or greater value will be used.

When working with nature, there are no guarantees. We will do our absolute best to supply exactly what you order, however due to variances in the weather & seasonal availability of some flowers; we cannot guarantee availability, exact colours or shades.

Delivery

Our florists will confirm all delivery times with your venue for you, to allow set up time so please provide their contact details when requested. We guarantee that deliveries will arrive within the time slot requested if all delivery details & contact numbers are correct.

Photos

Photos taken by us of your arrangements remain our property. Our photos are not to be reproduced, copied or edited in any way by you or any third party without our prior permission.

Any photos provided to us will only be used by us & as permitted by you. All photos on our website have the exclusive permission by their owner for use on our site. Photographer's credits will only be displayed if provided.

We take no responsibility for your photos being used in any way which is not permitted.



Privacy

Your order, wedding date, contact details (address, phone, email), & credit card details will be treated with complete privacy. We will not speak with any media representative or release any information unless you give us consent to do so.

Privacy Policy

Thrive Flowers & Events Pty Ltd is committed to ensuring the privacy and security of all personal information collected for the purpose of processing your Wedding flower orders. Thrive Flowers & Events respects the Privacy of all its customers and the recipients of flowers and complies with the National Privacy Principles (*Privacy Amendment (Private Sector) Act 2000*).

1. We do not sell, rent or lease any personal customer information to third parties. We will provide details to florists and delivery couriers and other companies that work on our behalf in order to provide our service.
2. When you order with Thrive Flowers & Events Pty Ltd, we will ask you to provide the personal contact details of the Bride & Groom, including payment details & the personal contact details (name, address & telephone number) of any 3rd party's place of residence that delivery of your wedding flowers has been requested to.
3. Thrive Flowers & Events Pty Ltd takes all reasonable steps to protect all of the personal information we gather from loss, unauthorized access, modification, disclosure or any misuse.
4. As a valued client, you may receive emails or SMS text messages from us. These may include reminders before your Wedding anniversary, Valentine's Day and Mother's Day if you do not wish to receive this material, please let us know by return email or SMS text

Wedding Cancellations

Non-refundable deposit of 25% of order value will be retained.

Bookings are transferable to another date (subject to our availability) if notified one month prior and must fall within 6 months of original date booked; otherwise prices will be subject to change.

Cancellations within 1 month of wedding date remain payable in full, some exceptions may apply.

Varying an order

Alterations to orders must be made at least 1 month prior to the wedding date, however we will endeavour to cover any last minute additions or changes to delivery addresses, please call our Florists directly on 9486 0565 to arrange this and make the extra payments with a credit card by telephone.

No deletions are permitted within 1 month of actual wedding date.

Hire

Any items for hire are **your** responsibility to return to us no later than one week after your wedding date, **unless you have made arrangements to for us to collect the items**, otherwise we will charge you the full purchase price of the items hired, as per Hire Agreement. Any breakages or damages must be paid for in full, as per Hire Agreement.

Database

Please note that we will keep your personal details for our records only and will they will **NEVER** be sold to a third party. We may from time to time be in touch with things we think might interest you. We respect your right to unsubscribe at any time and there will always be an opt out option.

By proceeding with your wedding flower order from Thrive Flowers & Events Pty Ltd you agree to our terms and conditions.