

Teresa James Floral Custom Bridal Floral Agreement

Congratulations on becoming engaged! We are very excited to offer our floral services to you here in the St. John's area. Teresa James offers two options for bridal bookings. The first is custom, which the agreement is outlined below for your review. A secondary option, with less flexibility on design but more economically friendly is our bride guide online. Please keep in mind that this contact is for custom floral orders only.

Event Date: _____
Pick up Time: _____ Or Delivery Time: _____
Venue: _____
Clients Name: _____ & _____
Client Phone: _____
Client Email: _____

If applicable:

Wedding day coordinator or planner Name : _____
Wedding day coordinator or planner Number: _____
Wedding day coordinator or planner Email: _____

1. SERVICES INCLUDED

Teresa James Floral will provide floral design services as outlined in your customized invoice on the date & time above. Invoice # _____

The invoice detailing your quantities, style, and color palette is attached.

Any item not listed on the invoice is not included. If additional items are to be added at a later date, they will be required to be paid in full at the time of addition and an additional invoice to be provided.

2. PRICING & PAYMENT TERMS

Total Floral Invoice: \$ _____

Booking Retainer & meeting:

A *non-refundable* retainer of **\$ 100 is** required to secure your wedding date with Teresa James Floral.

Your date is officially reserved once the retainer is received. This retainer is to cover quoting & 1 in person meeting with the head florist at Teresa James. We host these events once in the spring and once in the fall. Additional meetings outside of this time will be subject to availability and may have less support available during the meeting. We suggest to all couples who book custom floral, to attempt to attend the scheduled spring or fall weekend event. Each meeting is ½ hour long. No shows for scheduled meetings will have additional charges for additional meetings. Meetings are above our flower shop at 318 Lemarchant road. Coffee tea and champagne are included. A maximum of 3 guests are able to attend per booking, including the couple. This is to ensure the time frame is utilized for floral decisions and final invoicing.

Payment schedule:

1st Payment : 50% of invoice due 60 days before the event.

2nd Payment : Final 50% of invoice due 30 days before the event.

Floral orders are placed only after 1st payment is completed. If your payment is delayed, this could result in unavailable colours or specific stems for your date that you may have requested on your invoice.

Accepted Payments:

Credit card Debit card Bank transfer Cash

3. CHANGES & ADDITIONS

- Changes may be requested up to **60 days before the event**.
 - Additions after this deadline are subject to seasonal availability.
 - Reductions cannot be made past 60 days prior to the event.
 - Revised invoices must be approved prior to implementation.
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4. FLOWER SUBSTITUTION POLICY

Because flowers are seasonal and market conditions vary, Teresa James Floral may make necessary substitutions with blooms of **equal or greater value** while maintaining your approved:

- Color palette
- Style
- General aesthetic

We will never make substitutions that significantly alter the design vision. Inspiration images provided by the client are for reference only. Exact replication of floral designs is not guaranteed due to seasonal availability, stem variation and artistic interpretation..

5. DELIVERY, SETUP & PICKUP

Delivery Window: _____

Setup Time: _____

Or

Pickup time: _____

Clients are responsible for ensuring on-time access to the venue. Delays caused by venue restrictions, weather, or lack of access may result in additional labor charges.

6. RENTAL ITEMS (IF APPLICABLE)

Rentals may include chairs, vases, stands, candles, backdrops, or other décor. These will be listed on the Invoice.

- **Return Deadline:** _____
- **Damage/Replacement:** The client is responsible for the cost of repair or replacement of any damaged or missing rental items.
- **Late Return :** If the client returns late, a fee of the cost of products may be charged to replace in time for the next rental. Receipts for the product replacement will be provided.

7. CANCELLATION POLICY

We understand this is never the plan, a wedding is a special day where two people come together to celebrate. At times, things out of the ordinary can happen. Please understand that Teresa James will attempt to work with the couple if in fact, the event is cancelled. However, it is to be expected that time and funds have been allotted by a specific date & Teresa James Floral cannot be held responsible for refunds at this time.

- The booking retainer of \$100 is **non-refundable** and **non-transferable**
- *If the event invoice has been paid either in full or in part, prior to the 60 days before the event, 75% of the payment(s) will be returned*. Please be advised refunds can take up to 14 days.
- If the event is canceled within 60 **days** of the wedding date, all payments made are non-refundable or transferable due to pre-purchased materials, reserved stems and labor time invested.

*No refunds for client caused access issues, No refunds for reduced display time due to venue delays. No Refunds for acts of god or Governmental restrictions. *

8. FLORAL CONDITIONS

Responsibility for all floral items transferred to client upon delivery, setup completion, or pickup. Flowers react to environmental conditions such as heat, cold, and wind. Fresh floral that can be subjected to conditions that will shorten its life & impact its physical appearance. We will work with the couple to suggest stem types that will last longer for their event, time of year & location. While at times the below situations can be unavoidable during wedding photoshoots, Teresa James Floral asks all clients to understand once fresh stems are in these environments they will not be the same standard of lifespan as one stored properly. Please keep in mind the below will significantly affect the lifespan and visual quality of your stems;

- Storage near or on heat sources, including direct sunlight, & heaters
 - Out of fresh clean water for long periods of time
 - Storage in extreme cold
 - Extreme Wind on Fresh Floral
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9. PHOTOGRAPHY & PORTFOLIO USE

Teresa James Floral may photograph designs on the event day and use them in our portfolio, website, and social media. Teresa James Floral will not post your product images or video prior to your event taking place.

Client provided or photographer images will only be used with your permission. If you choose to send over your professional images after the event for use on our social media and print, you will be compensated with a Teresa James Floral/ Urban Market 1919 gift card at a value of \$25..

10. LIABILITY

Teresa James Floral is not responsible for:

- Allergic reactions to floral products
- Damage occurring after delivery/setup/pickup
- Delays or cancellations caused by uncontrollable external factors (traffic, weather, accidents, natural disasters, venue cancellations,)
- Substitutions due to lack of floral quality upon arrival from wholesaler(s)
- Acts of god
- Government restrictions
- Supplier failure beyond reasonable control

Liability will not exceed the total amount paid for floral services.

11. CLIENT APPROVAL

In the event of any discrepancy between this agreement and the invoice, the terms of the invoice shall prevail with respect to pricing, quantities and item descriptions.

This agreement must be signed and returned prior to the invoice being considered valid and before any floral orders are placed with suppliers.

By signing, you agree to the terms above and the attached floral invoice.

Client Name: _____

Signature: _____

Date: _____

Teresa James Floral Representative: _____

Signature: _____

Date: _____