

# TERMS AND CONDITIONS

Evergreen and Wild

---

## 1. Reservation of Wedding Date

1.1 A non-refundable deposit of 20% of the confirmed total cost is required to secure your wedding date and book Evergreen and Wild's services.

1.2 The deposit is non-refundable in all circumstances, including but not limited to cancellation, postponement, change of date, or engagement of an alternative supplier. The deposit will be applied towards the total contracted amount and deducted from the final balance.

---

## 2. Consultations

2.1 Couples are welcome to arrange additional phone, virtual or face-to-face consultations in the lead-up to the wedding date at no additional charge.

2.2 A final consultation is recommended approximately 1–2 months prior to the wedding date to confirm all design details, logistics and final requirements.

---

## 3. Products and Services

3.1 All flowers and materials are subject to seasonal availability and supplier reliability. Whilst we make every effort to source the flowers and ingredients agreed, we reserve the right to substitute previously agreed items with alternatives of equivalent or greater quality where necessary due to circumstances beyond our reasonable control (including but not limited to extreme weather, crop failure, or supply disruption).

3.2 As flowers and plant materials are natural products, variations in colour, tone, size and bloom may occur. Colours may differ from those originally discussed or become unavailable.

3.3 In the unlikely event that we are unable to provide agreed products or suitable substitutes; we will notify you as soon as reasonably practicable and provide an appropriate refund for any affected items.

---

## 4. Hired Items

4.1 All hired items remain the property of Evergreen and Wild at all times.

4.2 A refundable security deposit of £100 is required for hired items.

4.3 The client is responsible for ensuring all hired items are returned in the same condition as delivered. The cost of any damaged, broken or missing items will be deducted from the security deposit at full retail value. Where the cost exceeds the deposit amount, the client agrees to pay the outstanding balance.

4.4 The security deposit will be returned following safe collection and inspection of all hired items.

4.5 Floral arrangements (excluding hired items such as vases, candle holders, vessels, stands or structures) become the property of the client and may be taken home unless otherwise agreed in writing.

---

## 5. Payment

5.1 The remaining balance (less the 20% deposit) must be paid in full no later than three (3) weeks prior to the wedding date.

5.2 Evergreen and Wild reserves the right to suspend or cancel services if full payment is not received by this deadline. In such circumstances, no compensation shall be payable.

---

## 6. Delivery

6.1 Whilst every reasonable effort will be made to deliver and set up within agreed timeframes, Evergreen and Wild shall not be liable for delays caused by circumstances beyond our reasonable control.

6.2 If delivery or set-up is prevented entirely due to circumstances beyond our control, any refund will be assessed proportionately based on services performed and products supplied at the time.

6.3 The client will be notified as soon as reasonably practicable if any delay or issue arises.

---

## 7. Event Set-Up and Responsibility

7.1 Evergreen and Wild will personally deliver and install floral arrangements unless otherwise agreed. For larger events, experienced assistants may be engaged.

7.2 Evergreen and Wild accepts no liability for damage caused by open flames, lit candles, venue conditions, weather exposure, water leakage, or third-party handling once installation is complete and we have left the premises.

7.3 Responsibility for collecting, wearing, distributing or correctly using personal flowers (including bouquets and buttonholes) rests with the wedding party once items have been delivered to the agreed location.

7.4 Evergreen and Wild is not responsible for the removal or disposal of floral arrangements after the event unless such items include hired property belonging to Evergreen and Wild.

---

## 8. Cancellation

8.1 Cancellation must be notified in writing as soon as reasonably possible.

8.2 The 20% deposit is non-refundable in all circumstances.

8.3 Where cancellation occurs more than eight (8) weeks prior to the wedding date, no further payment will be due beyond the deposit.

8.4 Where cancellation occurs less than three (3) weeks prior to the wedding date, the full contracted amount will be payable.

8.5 Any cancellation charges reflect consultations undertaken, design work completed, administrative time and products ordered or reserved.

8.6 If the wedding date is postponed and Evergreen and Wild is available for the new date, payments received may be transferred to the rescheduled booking at our discretion.

---

## 9. Complaints

9.1 Any concerns regarding quality, quantity or presentation must be raised on the day of delivery or installation to allow us the opportunity to rectify matters promptly.

9.2 Due to the perishable nature of flowers, complaints cannot be accepted after the event date.

9.3 Care instructions will be provided upon delivery. The client agrees to follow these instructions, including keeping bouquets in water and stored in a cool environment until required.

9.4 Evergreen and Wild shall not be liable for deterioration caused by extreme temperatures, strong winds, venue conditions, or failure to follow care instructions once installation is complete.

---

## 10. Force Majeure and Ill Health

10.1 Evergreen and Wild shall use reasonable endeavours to fulfil its obligations. However, we shall not be liable for failure to perform where such failure results from circumstances beyond our reasonable control, including but not limited to sudden illness, extreme weather, government restrictions, transport disruption or other force majeure events.

10.2 In the event of sudden illness preventing Isabel from personally delivering the event, a suitably qualified member of our team or appropriate professional substitute will complete the services wherever reasonably possible.

10.3 If we are prevented from providing services entirely due to circumstances beyond our reasonable control and no suitable alternative can be arranged, a refund will be issued for services not provided, excluding the deposit.

---

## 11. General

11.1 Evergreen and Wild reserves the right to amend these Terms and Conditions where necessary. Clients will be notified of any material changes.

11.2 Payment of the deposit constitutes acceptance of these Terms and Conditions and forms a legally binding contract, whether or not a signed copy has been returned.

11.3 In the event of a material breach of these Terms and Conditions, Evergreen and Wild reserves the right to suspend, restrict or terminate services.

11.4 These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.