

Terms and Conditions

Emily Patricia Floral reserves the right to not proceed with any event or quote if no deposit has been paid. Unconfirmed quotes are valid for one month from issue and are subject to change after this time. A 25% non-refundable deposit is to be paid to confirm and reserve date and services. Full payment is due 14 days prior to event at which time any changes or amendments must be finalised. The client is responsible for ensuring the final quote is thoroughly read and all details are correct. Emily Patricia Floral is not responsible for any errors or omissions once the quote is confirmed by client. Payment must be made in Australian dollars by card or electronic transfer as per invoice.

Quotes may be amended or bookings transferred at Emily Patricia Floral's discretion. Cancellation must be made prior to final payment being made, any cancellation made after this point will forfeit the entire quoted amount. Cancellation made prior to full payment will forfeit the non-refundable deposit only. If cancellation by Emily Patricia Floral is required due to unforeseen or reasonable circumstances such as injury, illness, natural disaster or non-cooperation by client, third party vendors and/or venue then Emily Patricia Floral will provide a full or partial refund at their discretion.

Emily Patricia Floral cannot guarantee flower and foliage varieties, colours, sizes, quality, style or type as these factors are subject to seasonal availability, supply, weather and shortages. Emily Patricia Floral reserves the right to make reasonable substitutions where products are unavailable or of poor quality.

All vases, plinths, candle holders and other styling items remain the property of Emily Patricia Floral unless otherwise stipulated and the client is responsible and will be held liable for any lost, damaged or broken items. An invoice may be issued for suitable replacements and/or reimbursements when required.

Emily Patricia Floral will not be held liable for items supplied by the client, third parties or other vendors or the venue. Emily Patricia Floral is required to adhere to any policies or guidelines set forth by the Venue and other vendors. Emily Patricia Floral cannot be held liable for any services which cannot be completed due to denied access by the Venue, unsafe conditions or delays caused by the Venue, other vendors or the client.

All pack down and bump out to be completed by Emily Patricia Floral when organised to do so by the client. It is the clients responsibility to organise pack down with Emily Patricia Floral. If not organised prior, the client is responsible for clearing of the venue, florals and other items and any hired items must be returned to Emily Patricia Floral within 14 days.

Emily Patricia Floral will not be held liable for any personal injury, damage or negligence claims resulting from misuse of any services or products by the client or any third parties. It is the clients responsibility to inform Emily Patricia floral of any allergies such as flowers, foliage, pollen or insects and Emily Patricia Floral is not liable for any allergic reactions, illness or incapacitation from florals or other products supplied.

Flowers are a natural product and may have thorns, sharp edges, bugs and may transfer colour or stains to fabrics, surfaces and cloths and Emily Patricia Floral is not liable for any damage caused by the flowers or products.

Terms and Conditions are subject to change at any time without notice.

By agreeing to engage Emily Patricia Florals services you are agreeing to the terms and conditions set out above.