

# JMFS

## Booking Form

Wedding date: \_\_\_\_\_

Couple's name(s): \_\_\_\_\_

Contact phone/name: \_\_\_\_\_

Contact email: \_\_\_\_\_

Postal address: \_\_\_\_\_

Ceremony location: \_\_\_\_\_ Commencement time: \_\_\_\_\_ AM / PM

Reception location: \_\_\_\_\_ Commencement time: \_\_\_\_\_ AM / PM

Number in bridal party: \_\_\_\_\_

• Bridesmaids: \_\_\_\_\_

• Groomsmen: \_\_\_\_\_

• Special guests: \_\_\_\_\_

Ceremony and reception flowers required: Yes/No

Suppliers

Photographer: \_\_\_\_\_

Hair and makeup: \_\_\_\_\_

Cake: \_\_\_\_\_

Planner/on the day coordinator: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

Please note: A \$625 deposit is required to secure your booking with us.

Account Name: Mala Rose Events | BSB: 082637 | Account no: 316385197

*Jade McIntosh Flowers & Styling*  
JADE MCINTOSH FLOWERS X WHITE ROSES STYLING

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# TERMS AND CONDITIONS

Before you confirm your booking with Jade McIntosh Flowers & Styling, please read these terms and conditions carefully. These will ensure your happiness in our quality and service. By paying a booking fee, you are acknowledging that you have read and accepted these terms.

**Quotations:** All quotes provided are valid for 14 days. Jade McIntosh Flowers & Styling reserves the right to adjust prices in any quotation once the expiry period has passed. Items are hired on a 'first in, first served basis' and a quotation does not guarantee the availability of any or all items.

**Booking Fee:** A non-refundable booking fee of \$625 is required to confirm your booking. We do not hold dates or reserve hire items without payment of a booking fee.

**Invoices/Payment:** The total invoice must be paid 14 working days before the event/hire date and before the pick up or delivery of any item. Invoices must be paid in full in order for the goods to be released. If you wish to make a booking within 14 days of the event/hire, the full invoice must be paid in order for the goods to be released and your booking to be confirmed. Jade McIntosh Flowers & Styling accepts direct deposit (Account Name: Mala Rose Events BSB: 082637 Account no: 316385197) and credit card. Credit card is available through Stripe when clicking through on your quote, or Square if you make payment over the phone. Please label your payment with your name and wedding date to ensure it is easily recognised and applied to your booking. If you are paying from an international account, swift code ASLLAU2C and Australian bank swift code ANZBAU3MALL prices include GST.

**Cancellations:** In the event of cancellation, the booking fee will be forfeited to cover our costs. If cancellation is within six months of the event date, 40% of the total remaining balance shall be due and payable. For cancellation within three months of the event date, 80% of the total remaining balance shall be due and payable. If cancellation is within 14 days of the event date the full amount of the outstanding balance shall be due and payable. Cancellations must be advised in writing via email or letter by the client/s on the invoice. Upon completion of the event there will be no refund of monies available from Jade McIntosh Flowers & Styling. No refunds will be issued due to bad weather. We are not responsible for circumstances beyond our control (eg natural disasters, traffic incidents, health incidents) but will use our reasonable endeavours to mitigate and/or resolve the issue or event. In the event of any loss or damage howsoever caused by Jade McIntosh Flowers & Styling liability is limited to refund of fees paid.

**Variation of Orders:** Once your booking is confirmed, you can make changes to your booking as required, up to six weeks out from your wedding date not including changes such as cancellations which will be dealt with in the manner set out above and not including postponement of the event date which will be dealt with in the manner set out under the heading 'Postponement'. Any reductions made to your order within three months of your wedding date may be charged at the original cost, to cover any costs incurred by Jade McIntosh Flowers & Styling. For full service (including delivery and set-up) a minimum of \$2500 must be maintained, this total is subject to change at any stage, current bookings will be honoured at this price. Alternatively, collection of florals or hire items from our studio in Carrington can be arranged with no pick-up cost and with no minimum spend. All Open Day promotions where a booking fee has been matched by us are subject to a \$2500 minimum spend. Should your order fall below this any bonus credit will be forfeited. If you wish to add hire items to your order, these are subject to availability at the time that you make this request. We will use our best endeavours to supply any particular flowers selected for your wedding, however on occasion some flowers may not be available from our suppliers or may fail to meet our quality standards. In these circumstances we will contact you to explain the circumstances and suggest suitable alternatives. Please note as flowers are a natural product, some variations in colour and size are unavoidable and we can not guarantee exact matches to inspiration images or fabric swatches. All hire items are provided in used as-is condition (unless stated otherwise). As such reasonable signs of wear and tear may be visible.

**Postponement:** A postponement fee of \$300 applies to all postponements. Once booked you are only permitted to alter your event date with the approval of Jade McIntosh Flowers & Styling. Requests for postponement must be made in writing via email or letter by the client/s on the invoice. Only requests for postponement or alteration of the event date received six months prior to the event date will be considered. Each will be considered on its merits and dealt with at the complete discretion of Jade McIntosh Flowers & Styling. We reserve the right to review and adjust the quote six months from your new date to account for potential market changes. Where a postponed date is a Sunday or public holiday, we reserve the right to adjust labour and delivery charges to standard Sunday/Public Holiday rates. Any requests for postponement or alteration of the event date that are received within 6 months of the event date will be treated at cancellations and the provisions under the heading 'Cancellations' shall apply including in respect to forfeiture of fees.

**Delivery/Setup:** Delivery charges are quoted as a separate item on all Jade McIntosh Flowers & Styling quotes, and separated to reflect delivery, set-up/installation and collection costs. These fees will vary depending upon the distance travelled from Mala Rose Events premises, the amount of setup required, the size of the delivery vehicle required, number of staff and anticipated set-up time.

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Set-up times are calculated based on our previous experience and venue knowledge. No refunds apply if set-up takes less time than anticipated. Similarly, we will not charge you additional fees if set-up takes longer on the day (subject to below conditions).

Where changes are made to your quote, set-up fees may also change.

Unless a set-up fee has been charged and agreed upon in your quote, Jade McIntosh Flowers & Styling will not be responsible for the set-up. Set-up fees quoted are only applicable to items as outlined in your Mala Rose Events quote. We are not responsible for the set-up of any other items (eg. your own candles, or styling items provided by a third party) unless previously agreed upon and included in your quote. Unless otherwise stated, Jade McIntosh Flowers & Styling will not accept cancellation of an order due to late delivery, nor shall it be liable for consequential damages of any kind arising out of late delivery or non-delivery.

Please provide a site contact name and number that can be called on the day of delivery. For hire orders, drop-off access must be arranged by you prior to goods arriving. In some cases help may be required to lift furniture on arrival, but is done so at your own risk. Pick-up For flower orders, pick-up is available from our Studio in Carrington on weekdays at no cost. For Saturday and Sunday events, pick-up is available on Friday as our studio is unstaffed on weekends. Where possible, a weekend pick-up may be offered at our discretion, but times are limited and can only be confirmed two weeks prior to your event date.

We will contact you to arrange a pick-up time in the month prior to your event. If you are sending someone on your behalf, names and contact details must be provided. We will provide instructions on how to care for your florals but can not be held liable for any damage or deterioration of the condition of your flowers once they leave our premises. For hire orders, collection can be arranged from Jade McIntosh Flowers & Styling from the Wednesday prior to the event, unless otherwise arranged. Weekend pick-up is not available.

**Hire Period** For weekend events, all prices are based hire from Wednesday - Tuesday, or any part thereof. If you require the hire times for a longer period, this can be arranged at the time of booking and will depend on the availability of the goods and be charged at an additional cost per extra day. A quote for additional hire period will be provided upon request. In some cases, and for mid-week events, the hire period may be altered slightly. This will be indicated on your quote and will generally not result in a reduction of hire fees. If items are not returned by the agreed return date, an additional hire fee will be charged.

**Returns:** It is your responsibility to ensure all crockery, glassware and linen is CLEANED after use, and goods must be re-packaged exactly as delivered or you will be charged a laundering fee. If items are not returned, or broken upon return, you may be charged a replacement fee for the item/s.

**Security Bond:** For all orders including hire items, your credit card details will be kept on file as security against lost or damaged items, these will be collected during your final consultation. For orders paid by direct deposit, or if your card expiry date is earlier than your event date, we will request current credit card details a minimum of 2 weeks before your event and your card will be charged \$1 to ensure your card is valid (this will be deducted from your flower order). Your Credit card details will be stored securely by Stripe/Square and not be used for any other purpose. We will advise you of any charges against your card before they are incurred. For any items that are lost or damaged beyond repair, the full current replacement cost will be charged. For damaged items, the cost of repair will be charged. If an item is not returned, with no notice, it will be deemed as extended hire and you will continue to incur hire fees until the item is returned and/or we are advised of its loss.

**Receipts:** Whilst Jade McIntosh Flowers & Styling does its best to ensure each item has been correctly included on your quote, it is your responsibility to check the itemised quote to confirm all items you have requested are listed and that details/quantities are correct. If any item/s shown on the quote are missing from your order on the day, it is your responsibility to inform Jade McIntosh Flowers & Styling as soon as possible. We will not be liable for any damages beyond our fees due to missed items, and not liable in any way for items that may have been omitted from our quote.

**Insurances:** Once items have left the custody of Jade McIntosh Flowers & Styling, they are not covered by our insurance and you assume all responsibility. You are to be held liable for any damage, personal injury or loss that may occur before and during the event hire period.

**Public spaces** Jade McIntosh Flowers & Styling does not accept responsibility for the approval or non-approval of Local Council Beach or Park applications. Applications to the council as well as abiding by the council rules and regulations are the sole responsibility of the client. Ensuring all outdoor/indoor event set-ups are in accordance with the Local Council, or the venues Rules and Regulations is the responsibility of the client. I have read, signed and returned the terms and conditions below and have forwarded a booking fee of \$625 to book my wedding date with Mala Rose Events

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_ Wedding Date: \_\_\_\_\_

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