



Terms & Conditions

1. Upon the confirmation of your event booking we require all clients to sign a contract that ensures the protection of both yourself and Aloe & Ginger.
2. We request that when booking you pay a 10% deposit, this is non-refundable but goes towards your final invoice. This also means your date with us is locked in and secured giving you full confidence that we are your official florist.
3. Aloe & Ginger ask for exclusivity meaning we are your sole florist for your event, and we have full control over the florals, any breach in this without first discussing it with us could lead to extra fees. We have a brand to uphold, and we work to a certain standard so we prefer for our brands protection this is followed.
4. Flowers will be delivered to your venue on the day of your event in top condition, but please be aware that once they are in your hands, they are your responsibility.
5. Please be aware we work with an unpredictable and perishable product therefore prices, and flower availability can change from week to week and season to season, we will strive however to always give you the best quality, but we cannot guarantee specific blooms.
6. Any quotes given are applicable for 3 months, due to prices of flowers changing we ask your patience and understanding that the cost could change however we will always strive to stay within budget range.
7. If for any reason your budget changes please make Aloe & Ginger aware immediately so we can make the needed changes to things on our end and ensure you get exactly what you want, we wish to be flexible and reasonable.
8. Please be aware that cancellations must be made 28 days prior to your event date, if it is made within the 28 day marker you will still be charged your full invoice.

9. As highlighted in our contract when requesting a design a number of bouquets, buttonhole's, colour palette as your florist we will get started on creating your recipes and researching the flowers that will work for your request, any changes you then make to this order will incur extra fees, as all of this takes time, money and effort on your florists part.
10. Any buttonholes, corsages or wearable flowers are to the discretion of the wearer, not the florist, we are not responsible for any snags or tears caused by pins.
11. If there are any allergies then you must make Aloe & Ginger aware of such things in your consultation so we can take the necessary precautions and ensure the safety of everyone involved.
12. While Aloe & Ginger never wish to cancel your events, unforeseen circumstances do occur, however in the event we should need to cancel (which will always be a last resort as your events are top priority for us) if a payment of the invoice or the full invoice has been made we you will receive a full refund.
13. When you sign your contract and book in with Aloe & Ginger, you are agreeing to these terms and conditions as well as any that are laid out in our contract.