



## Client Policies & FAQ

### Wedding Date Hold:

A courtesy hold will be placed on your event date for one week (seven consecutive days) from the date you receive your written estimate to allow clients time to review estimates and proposals. After this time, wedding dates will be released as open dates for other new clients. Wedding dates are officially booked only when a signed contract and deposit are received.

### Special Offers & Coupons:

All special offers/coupons must be presented at the initial consultation to be valid. Bella Flora only accepts one valid offer per order, and special offers and coupons cannot be combined.

Cash Referral Program: We offer a discount to any qualified order when new clients are referred from one of our past clients. The referring couple will also receive a cash bonus as our way of saying Thank You! To be applicable, new orders must be over \$800.00 (not including tax and delivery charges). New clients must mention their referral source on their initial consultation request to be eligible for this promotion.

### Payment Policy:

*Bella Flora accepts payments in the form of Cash, Check, or Zelle.. Checks can be made payable to "Bella Flora". Zelle Payments can be submitted to email address [bellafloraweddings@gmail.com](mailto:bellafloraweddings@gmail.com). We accept credit card payments through PayPal with a 4% Service Charge added for this payment method.*

Initial Deposit: An initial non-refundable deposit of 50% of the grand total (along with a signed copy of your proposal) is required to officially book Bella Flora for your wedding date. This deposit will reserve your wedding date and guarantee the prices included in your proposal.

Balance Payments: The final 50% will be due four weeks prior to your wedding date.

***FINAL PAYMENT IS REQUIRED FOUR WEEKS PRIOR TO ALL EVENTS.***

Late Fees: A Payment coupon will be included with your confirmation letter indicating the amount due and date due for each payment. A fee of 5% of the payment amount will be applied to your account for late payments.

Returned Check Fee: A \$50.00 fee will be applied to any client check payment that is returned for any reason.

### Cancellation & Refund Policy:

Your initial deposit of 50% is non-refundable.

Events cancelled eight or more weeks prior to the event date will be refunded 50% of the contract balance, minus the initial deposit.

Events cancelled or rescheduled less than eight weeks prior to the event date will not be refunded under any circumstance, and clients will be responsible for full payment on the account.

We will do our best to work with clients when events are rescheduled, however we cannot guarantee our availability for future dates.

### **Substitution & Product Availability:**

When working with perishable products coming from all around the world, in rare instances, selected products may not be available or may arrive in poor quality for event dates. Should this occur, Bella Flora reserves the right to substitute unavailable products with similar style and value products. We will do our best to notify clients of changes; however we reserve the right to use our best judgment without notice to clients in these rare circumstances.

### **Changes to Original Contract:**

We allow changes up to four weeks prior to the event date, including quantity of designs, flower combinations, and color combinations. This includes providing us with your final centerpiece count. Changes will not be allowed less than four weeks prior to the event date under any circumstance. We strongly recommend coordinating your guest RSVP deadline prior to this date so that you have an accurate centerpiece count. Designs in surplus of actual need will be placed in other locations throughout the event venue.

### **Rental Item Usage & Policies:**

Any clients utilizing Bella Flora's inventory of rental items for events are required to pay a Rental Deposit. The deposit amount is determined by the value of the rental items utilized in your event and must be paid at least four weeks prior to your event date. Rental Deposits will be returned to clients no more than two weeks after the event date, provided all rental items are returned to Bella Flora in their original condition.

In most cases, a member of Bella Flora's team will return to event venues to collect rental items at the conclusion of the event. In some cases, clients may be required to collect rental items and return them to Bella Flora within three days of the conclusion of your event.

Please note: Most venues will not be responsible for damage or loss of rental items, even in the event that their staff or personnel damages rental items during the course of your event. By utilizing our rental items, you understand that you are solely responsible for the return of all rental items in their original condition, and will be solely responsible should items be damaged or lost.

In the event that items are not returned in original condition, clients will be charged the current retail price of the item minus the already paid rental fee. This amount will be deducted from the Rental Deposit, and any remaining funds from the Rental Deposit will be returned to you.

### **Delivery & Setup Information:**

Your wedding day delivery schedule is outlined on page one of your contract including times and locations. Please note that we occasionally book more than one event per day. As such, delivery schedules may be difficult to adjust once you have signed your contract. We strongly recommend you provide accurate delivery information at the time of booking.

Bella Flora will contact your ceremony and reception venue directly to coordinate set-up times in their facilities. Most venues will allow vendors to arrive approximately one hour before the ceremony or reception begins to complete set-up.

### Marketing Materials:

As a Bella Flora client, we require that you allow the use of photographs from your event to be utilized in future marketing efforts, including online and printed materials. Typically, photos used include only the floral designs and décor we provide, however in some instances clients and other guests of the event may be included. If you wish to opt out of our marketing materials, please provide written notice to Bella Flora at least four weeks prior to your event date.

### Color Matching:

We will do our best to match fabrics and colors of dresses with the ribbons and trim we use in your designs. We require a fabric swatch from each fabric at least eight weeks prior to the event. In instances where an exact match cannot be made, Bella Flora reserves the right to choose the best available alternative for the design.

### Limited Liability Clause:

Bella Flora, and its consultants, partners, agents and employees, shall not be liable to the client, whether jointly, severally or individually, in excess of the compensation paid to Bella Flora under the Design Proposal & Contract, or in excess of the sum of \$1500.00, whichever is greater, as a result of any act or omission not amounting to a willful or intentional wrong.

*Bella Flora reserves the right to modify these policies with or without notice to our clients at any time.*

**If you have additional questions about our policies or your upcoming wedding, please feel free to contact us at:**

**Phone:** 630.699.5670

**Email:** bellafloraweddings@gmail.com

**Mail:** 304 S. Adams Street | Westmont, IL 60559



www.bellaflora.florist