

## Terms and Conditions

- A maximum of two wedding bookings are taken per day by Willow and Wisps. All designs are made and/or supervised by Rhiannon Harrington. Deliveries will be made by Rhiannon Harrington or freelancer used by Willow and Wisps.
- Flowers for your wedding will be produced as listed and described in your quotation. Willow and Wisps reserves the right to substitute suggested flower choices within the chosen colour palette based on wholesale availability and quality.
- Once flowers are delivered and handed over by Willow and Wisps, the client assumes responsibility for the condition of the flowers.
- Any hired items, such as glassware, will be collected from the venue the day following the wedding unless otherwise agreed. Items should be returned in the condition in which they were loaned. There may be an additional charge for damaged or missing items which will be identified in the quotation. Clients may keep cut flowers; any remaining at the venue will be cleared the day after the wedding, unless agreed otherwise.
- Agreed changes may be made to the quotation up until 7 days before your wedding date. After this, no further changes can be made.

## Payment and Minimum Spend

- Payment of a 20% deposit secures your wedding date. This is non-refundable.
- The final balance payment is due 7 days prior to your wedding at the latest. If not paid by this date, the contract may be terminated, and deposit forfeited.
- Payment may be made by bank transfer, debit or credit card, via PayPal, cash or cheque. All major debit and credit cards accepted. Cheques should be made payable to Rhiannon Harrington. If paying by bank transfer, please use your wedding invoice number or wedding date as a reference. The client does not need to be present to make a card payment; a payment link can be sent.
- Bank details: Account number – 29557560, Sort code – 30-64-22
- Willow and Wisps has a minimum spend of £1500, including delivery and set up charges. Whilst clients may remove items from their initial quotation, the final balance must not fall below £1500, unless agreed in advance.

## Cancellation

- All deposits are non-refundable.
- Should the wedding be cancelled once the deposit has been paid, but more than 7 days before the wedding, the deposit will not be refunded. However, the full balance will not need to be paid.
- Should the wedding be cancelled once the full amount has been paid and less than a week before the wedding, the client will not be eligible for a refund of any amount. If the client settles the final balance early i.e. prior to the 7 day cut off period, but then cancels the wedding, refund percentage will be considered on an individual basis.
- Should Willow and Wisps need to cancel the contract due to unforeseen circumstances, the client will be entitled to a full refund.

## Postponement

- Should you need to postpone your wedding date due to unforeseen circumstances, Willow and Wisps will endeavour to support you with a rearranged date; this will be subject to availability.
- Should Willow and Wisps be available for your new date, but it is more than 6 months after your original date, your quote may be subject to an increase in price in line with pricing for that time. This may be up to a 20% increase.
- Should Willow and Wisps be unavailable for your rearranged date, your deposit will not be refunded.

**Payment of the deposit assumes agreement to these Terms and Conditions.**

## Privacy Statement

Willow and Wisps (namely Rhiannon Harrington) is committed to protecting your privacy and confidentiality and follows the procedures and practices defined in the Data Protection Act 1998 and 2018 ["the DPA"], the General Data Protection Regulation effective from 25 May 2018 ["the Regulation"] and any subsequent data protection legislation.

I have appropriate safeguards in place, in accordance with my data protection obligations, for the protection of any Personal Data which I process. My security controls are aligned to industry standards and good practice, providing a controlled environment that effectively manages risks to the confidentiality, integrity, and availability of your information.

The Regulation defines Personal Data as any information relating to an identified or identifiable natural person (a Data Subject); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or by one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

Willow and Wisps is committed not only to the letter of the law, but also to the spirit of the law and places high importance on the correct, lawful, and fair handling of all Personal Data, respecting the legal rights, privacy, and trust of all individuals with whom I deal.

#### **What do I keep & use and why?**

I retain records of my customer enquiries and order history, to enable me to provide answers to any queries that you may have in the future. This includes, but is not limited to, consultation documents, emails and invoices.

I retain and use my customers details to administer your account and to be able to process, fulfil and update you regarding your order(s). I will not contact you with marketing, mailings, offers, promotional materials, newsletters or third-party information.

To respect your privacy, I will only contact you by telephone should there be a query with an order you have placed which is not appropriate to be emailed or if you have requested me to. Usual contact regarding orders will be via email if available and otherwise by telephone.

I assure you I will not transfer your personal data to any third-party without your consent, unless required to do so by law. I do not sell, rent or trade contact details, such as phone numbers or email addresses.

Should you have any concerns about details I am holding about you, please contact me by email.

#### **Customer Consent**

By using my website and/or by registering with me, you are consenting to the information above being processed and used by me in the ways stated.

#### **Customer Security**

At Willow and Wisps, I take your personal security very seriously. I do not take payment through my website to ensure a high level of security. Although I use secure online banking as a preferred payment method, I am more than happy to receive payment by cheque, cash or via PayPal. Please also see my terms and conditions.