

Blossoms & Blooms Floral Studio

Terms & Conditions

First Edition

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1. Welcome

Thank you for choosing **Blossoms & Blooms Floral Studio**.

Every bouquet, arrangement and floral design is created with care, attention and pride. Whether you are celebrating a joyful occasion, remembering someone special, marking an important milestone or simply bringing flowers into your home, we are honoured to be part of those moments.

These Terms & Conditions have been written to explain how we work together. Rather than filling this document with unnecessary legal language, we have tried to write it in plain English wherever possible, so that it is easy to read and understand.

Our aim is simple. We believe customers should know exactly what to expect from us, and equally, what we may need from you to ensure everything runs smoothly.

These Terms & Conditions help protect both you and Blossoms & Blooms Floral Studio by setting out our shared expectations in a fair, transparent and reasonable way.

If anything within this document is unclear, we will always be happy to explain it before you place an order.

2. About Blossoms & Blooms Floral Studio

Blossoms & Blooms Floral Studio is an independent, studio-based florist specialising in thoughtfully designed floral arrangements for everyday occasions, weddings, events, sympathy tributes, workshops and floral experiences.

Every design is individually created rather than mass-produced. As a result, no two arrangements will ever be completely identical, and we believe this individuality forms part of the beauty and value of fresh flowers.

Where possible, we aim to work sustainably by reducing waste, avoiding floral foam wherever practical and choosing seasonal flowers whenever they best suit the design and occasion.

Our commitment is to provide:

- beautiful, carefully designed floral work;
- friendly and professional customer service;
- honest communication;
- transparent pricing; and

- the highest quality flowers available at the time of your order.

3. Definitions

Throughout these Terms & Conditions, the following words have the meanings set out below.

- **“We”, “Us” or “Our”** means Blossoms & Blooms Floral Studio.
- **“You” or “Your”** means the person placing an order or making a booking with us.
- **“Order”** means any request for flowers, floral products or services that has been accepted by us.
- **“Products”** includes bouquets, arrangements, plants, gift items, sympathy tributes and any other physical floral items supplied by us.
- **“Services”** includes weddings, events, workshops, subscriptions, consultations, installations and any other floral services provided by us.
- **“Quote”** means a written estimate prepared by us before an order is confirmed.
- **“Booking”** means a confirmed reservation for a wedding, event, workshop or other service.
- **“Working Day”** means Monday to Friday, excluding public holidays, unless otherwise stated.

4. Acceptance of These Terms

By placing an order with Blossoms & Blooms Floral Studio, you confirm that you have read and accepted these Terms & Conditions.

These Terms apply to all orders unless we have agreed otherwise in writing.

Certain services, such as weddings, large events or corporate contracts, may include additional written agreements. Where this happens, those additional agreements should be read alongside these Terms. If there is any conflict between the documents, the specific written agreement for that service will take precedence.

Nothing within these Terms affects your statutory rights under applicable consumer protection legislation.

5. Placing an Order

Orders may be placed using any of the methods we make available from time to time, including email, telephone, our website, social media messaging or in person where appropriate.

To help us provide the best possible service, we may ask for information including:

- your name and contact details;
- the recipient's name;
- delivery or collection details;
- preferred date and time;
- colour palette or design preferences;
- budget;
- card message; and
- any other information relevant to your order.

It is your responsibility to ensure that the information you provide is complete and accurate.

We will always do our best to identify obvious errors or inconsistencies. However, we cannot accept responsibility for delays, failed deliveries or additional costs resulting from incorrect information supplied to us.

We reserve the right to decline an order where:

- the requested delivery or collection date cannot reasonably be met;
- flowers or materials are unavailable;
- payment requirements have not been met;
- the request falls outside the services we offer; or
- we believe we cannot fulfil the order to the high standard that both you and we should expect.

If we are unable to accept your order, we will let you know as soon as reasonably possible and, where appropriate, refund any payment already received.

6. Quotations and Pricing

Where appropriate, we will provide a written quotation before work begins.

Unless otherwise stated, quotations remain valid for **14 calendar days** from the date of issue.

Fresh flowers are a seasonal product and wholesale prices can fluctuate due to factors beyond our control, including weather conditions, growing seasons, transportation costs and market availability.

For this reason:

- quotations issued within their validity period will be honoured unless otherwise stated;
- quotations requested significantly in advance of an event may be reviewed closer to the date where substantial wholesale price increases occur; and
- any significant changes will always be discussed with you before proceeding.

All prices are shown in pounds sterling (£).

Unless expressly stated otherwise, prices include any applicable taxes required by law at the time of sale.

Delivery charges, venue costs or other agreed additional services will be shown separately where applicable.

Our pricing reflects not only the flowers used, but also professional design time, preparation, conditioning, sourcing, administration, travel where applicable, packaging and the care taken in creating each finished design.

Beautiful floristry is about far more than stems alone, and our prices are intended to represent the complete service we provide.

7. Payments

Our payment requirements are intended to be straightforward, transparent and fair.

Payment terms may vary depending on the type of order or service being provided. Any specific payment arrangements will always be confirmed when your order is accepted.

Unless otherwise agreed in writing:

- Everyday flower orders must be paid in full before collection or delivery.
- Bespoke floral work may require a deposit before flowers or materials are ordered.
- Weddings, events, workshops and larger bookings will be subject to the payment schedule provided within your quotation or booking confirmation.

We reserve the right not to begin work, order flowers or confirm a booking until any required payment has been received.

Accepted payment methods will be communicated at the time of ordering and may change from time to time.

If a payment is overdue, we will always try to resolve the matter courteously and reasonably before taking any further action.

8. Flower Availability and Seasonal Substitutions

Fresh flowers are naturally seasonal, and their availability can change quickly due to weather, growing conditions, transport delays and market supply.

For this reason, we cannot guarantee that every flower variety pictured on our website, social media or within previous designs will always be available.

If a particular flower becomes unavailable after an order has been placed, we reserve the right to make suitable substitutions.

Whenever substitutions are necessary, we will always aim to maintain:

- the overall style and character of the design;
- the agreed colour palette;
- the size and value of the arrangement; and
- the overall quality of the finished piece.

Where possible, substitutions will be of equal or higher value.

If your order centres around one particularly significant flower or variety, please let us know when placing your order. We will always do our best to accommodate your request, although availability can never be guaranteed.

As every arrangement is individually created using fresh, natural materials, slight variations in colour, shape, texture and appearance should be expected and form part of the individuality of your flowers.

Photographs should therefore be viewed as examples of our design style rather than exact replicas.

9. Everyday Bouquets and Floral Arrangements

Every bouquet and arrangement is created by hand using carefully selected fresh flowers.

Our designs are florist's choice within the style, colour palette and budget agreed with you unless a specific design has been confirmed in writing.

By allowing us creative freedom within your chosen brief, you enable us to select the freshest and most beautiful flowers available on the day, resulting in a design that reflects both the season and the quality of the flowers currently available.

Flowers are living products. With appropriate care, many arrangements will provide enjoyment for several days and often considerably longer. However, individual flower varieties naturally have different life spans, and some blooms may open or mature more quickly than others.

To help your flowers last as long as possible, we recommend following any care instructions supplied with your arrangement.

We cannot accept responsibility for reduced vase life where flowers have been affected by circumstances beyond our control, including but not limited to:

- exposure to excessive heat or direct sunlight;
- freezing temperatures;
- lack of fresh water;
- contaminated vases;
- failure to recut stems where appropriate;
- accidental damage; or
- care instructions not being followed.

If, however, you believe your flowers have not arrived in satisfactory condition, please contact us as soon as reasonably possible and, wherever practicable, within 24 hours of delivery or collection.

We may ask you to provide photographs of the flowers so that we can assess the situation promptly and fairly.

Where we conclude that the flowers did not meet the standard we expect, we will work with you to agree an appropriate remedy, which may include a replacement, partial refund or another reasonable solution depending on the circumstances.

10. Weddings

We understand that your wedding flowers are much more than decorations. They form part of one of life's most important and memorable occasions, and we consider it a privilege to be entrusted with them.

For this reason, wedding bookings are planned carefully and considerable preparation takes place well before your wedding day.

10.1 Quotations

Wedding quotations are prepared using the information available at the time.

They remain subject to seasonal flower availability and, where appropriate, reasonable adjustments resulting from significant changes in wholesale prices.

Should any substantial changes become necessary, these will always be discussed with you before any final decisions are made.

10.2 Booking Confirmation

Your wedding date will only be reserved once:

- your quotation has been accepted;
- any requested booking information has been received; and
- the agreed booking fee or deposit has been paid.

Until these steps have been completed, we cannot guarantee that your wedding date will remain available.

10.3 Design Meetings

Where consultations are included within your booking, these provide an opportunity to discuss:

- colour palettes;
- flower varieties;
- style and overall vision;
- venue requirements;
- delivery arrangements; and
- any practical considerations relating to your wedding flowers.

We encourage open discussion throughout the planning process and will always provide honest guidance based on seasonal availability, practicality and your agreed budget.

10.4 Design Changes

We appreciate that wedding plans naturally evolve.

Reasonable changes may be requested before flowers and materials have been ordered.

Once flowers, containers or other materials have been specifically purchased for your wedding, changes may not always be possible and additional charges may apply where further work or replacement materials are required.

Wherever possible, we will explain any additional costs in advance and seek your agreement before proceeding.

10.5 Seasonal Flowers

Where specific flower varieties are requested, these remain subject to seasonal availability and quality.

If substitutions become necessary, they will always be chosen with great care to preserve the overall style, colour palette and feel of your wedding flowers.

Our priority is always to create designs that are beautiful as well as practical, rather than compromising quality simply to include a particular variety that is no longer at its best.

10.6 Wedding Day Delivery and Set-Up

Where delivery or venue styling forms part of your booking, we will agree arrival times with you or your venue in advance wherever reasonably possible.

We kindly ask that suitable access is available at the agreed time so that installations and floral styling can be completed safely and efficiently.

If unexpected delays occur outside our control, we will always communicate with you or your nominated contact as soon as reasonably practicable and work to minimise any disruption.

Our commitment is to ensure your flowers are presented beautifully and with the same care we would expect for our own special day.

10.7 Hire Items

Where we provide vessels, arches, plinth arrangements, meadow boxes, candles (where permitted), stands, urns or any other hired items as part of your wedding, these remain the property of Blossoms & Blooms Floral Studio unless otherwise agreed in writing.

Your quotation will clearly identify which items are hired and which are yours to keep.

Unless alternative arrangements have been agreed:

- hired items should not be removed from the agreed venue;
- hired items should not be dismantled, altered or disposed of by guests or other suppliers;
- we will arrange collection at the agreed time after your wedding.

We appreciate that accidents occasionally happen. However, you may be responsible for the cost of repairing or replacing hired items that are lost, stolen or damaged beyond reasonable wear and tear.

Natural flowers are not considered hired items unless specifically stated.

10.8 Completion of Our Services

Our responsibilities are considered fulfilled once:

- flowers have been delivered or installed as agreed;
- venue styling included within your booking has been completed; and
- any agreed handover has taken place.

From that point onwards, responsibility for the flowers passes to you or your nominated representative.

We cannot accept responsibility for deterioration resulting from prolonged exposure to extreme weather, unsuitable storage conditions, interference by guests or third parties, or damage occurring after delivery or installation has been completed.

10.9 Wedding Cancellations

We understand that, on rare occasions, weddings may need to be postponed or cancelled.

As each wedding requires dedicated planning, consultations, administration and the advance purchase of flowers and materials, cancellation charges may apply depending on how much work has already been undertaken.

Unless otherwise agreed in writing:

- any booking fee or deposit is non-refundable, as it secures your wedding date and contributes towards the planning work already completed;

- where flowers or materials have already been ordered specifically for your wedding, you remain responsible for those costs;
- if additional design work, consultations or preparation have already taken place, a reasonable charge may also apply.

If your wedding is postponed rather than cancelled, we will always do our best to transfer your booking to the new date, subject to our availability.

Whilst we cannot guarantee availability for a revised date, we will make every reasonable effort to accommodate your new plans.

11. Events

We are delighted to provide flowers for a wide range of occasions, including private celebrations, anniversaries, birthdays, corporate events, community events and other special gatherings.

Every event is unique, and we will always work closely with you to understand your requirements, venue and budget.

11.1 Quotations

Event quotations are prepared using the information available at the time and remain subject to seasonal flower availability and any significant changes in wholesale costs.

Unless otherwise stated, quotations remain valid for 14 calendar days.

11.2 Booking

An event booking is confirmed only once:

- your quotation has been accepted;
- any required booking information has been received; and
- any agreed payment has been made.

Until then, we cannot reserve your event date.

11.3 Design Changes

Reasonable amendments may be possible before flowers and materials have been ordered.

Once specific products have been purchased or significant preparation has begun, additional charges may apply if changes are requested.

We will always discuss any additional costs with you before proceeding.

11.4 Delivery and Installation

Where installation forms part of the agreed service, we ask that safe and appropriate access is available at the agreed time.

Should circumstances outside our control delay installation, we will communicate with you as quickly as reasonably possible and take all reasonable steps to minimise disruption.

11.5 Collection of Hire Items

Any hired equipment supplied for your event remains our property unless otherwise agreed.

Collection arrangements will be agreed in advance.

Please ensure hired items remain available for collection at the agreed time.

12. Sympathy and Funeral Flowers

Creating flowers to honour and remember a loved one is one of the greatest privileges of our work.

We understand these orders are often placed during an emotional and difficult time, and we will always do our utmost to make the process as gentle and straightforward as possible.

Where funeral flowers are being delivered directly to a funeral director, crematorium, church or other venue, we kindly ask that you provide accurate service details, including:

- the full name of the person being remembered;
- the date and time of the service;
- the delivery location; and
- any reference information requested by the venue or funeral director.

We recommend placing funeral flower orders as early as reasonably possible to allow sufficient time to source flowers and prepare designs.

If particular flower varieties become unavailable, we may make suitable substitutions in accordance with Section 8 of these Terms, while carefully preserving the overall style and sentiment of the tribute.

Where timing is critical, we will always make every reasonable effort to ensure flowers arrive in good time for the service.

13. Floral Subscriptions

Our subscription service has been designed to bring beautiful, seasonal flowers into your home or workplace on a regular basis.

Each delivery is individually created using the freshest flowers available at the time.

As subscriptions celebrate seasonality and creativity, every arrangement will naturally differ from previous deliveries.

13.1 Subscription Options

Details of our available subscription plans, pricing and delivery frequency will be published on our website or provided directly to you.

We reserve the right to amend subscription options from time to time.

Any changes will not affect subscriptions that have already been paid for unless we have discussed them with you first.

13.2 Delivery Schedule

Where possible, subscription deliveries will be made on an agreed delivery day.

Occasionally, circumstances outside our control may require us to adjust the delivery date by a short period. Should this happen, we will let you know as soon as reasonably practicable.

13.3 Missed Deliveries

Please ensure someone is available to receive your flowers if your delivery location requires this.

If delivery instructions have been provided, we will follow them wherever it is safe and reasonable to do so.

Where a delivery cannot be completed due to incorrect information, lack of access or the absence of a recipient where attendance is required, additional delivery charges may apply before re-delivery can be arranged.

13.4 Pausing or Cancelling a Subscription

We appreciate that circumstances sometimes change.

If you wish to pause or cancel your subscription, please contact us as soon as possible.

Any flowers already ordered or prepared for your next scheduled delivery may still be chargeable.

Where notice is received before flowers have been purchased, we will always endeavour to accommodate your request wherever reasonably possible.

14. Workshops and Guest Experiences

We are passionate about sharing the enjoyment of flowers through workshops and floral experiences designed to be welcoming, creative and enjoyable for participants of all abilities.

Whether attending alone or with friends, we hope every guest leaves having learnt something new and enjoyed time spent working with flowers.

14.1 Booking

Workshop places are confirmed once payment, or any agreed deposit, has been received.

As places are often limited, bookings are accepted on a first-come, first-served basis.

14.2 What Is Included

Details of what is included within each workshop will be published in the event description or confirmed before booking.

Unless otherwise stated, this may include flowers, sundries, tuition and the opportunity to take your finished design home.

Refreshments will only be included where specifically advertised.

14.3 Participant Responsibility

We ask all participants to behave respectfully towards fellow guests, the venue, equipment and any flowers or materials provided.

For the comfort and safety of everyone attending, we reserve the right to refuse participation to anyone whose behaviour is abusive, threatening or significantly disruptive. Such action would only ever be taken as a last resort.

14.4 Allergies and Accessibility

Flowers and natural plant materials can occasionally trigger allergic reactions.

If you have any allergies, accessibility requirements or medical considerations that may affect your participation, please let us know before booking where possible.

We will always do our best to make reasonable adjustments wherever practicable, although these may not always be possible depending on the venue or activity.

14.5 Cancellation by a Participant

If you are no longer able to attend, please let us know as soon as possible.

Where sufficient notice is received and your place can be filled, we will always endeavour to offer a transfer to another workshop or another reasonable solution where circumstances allow.

Because flowers and materials are purchased in advance, refunds cannot always be guaranteed once preparations have begun.

We will always consider each situation fairly and sympathetically.

14.6 Cancellation by Blossoms & Blooms Floral Studio

Occasionally, it may be necessary for us to postpone or cancel a workshop due to circumstances beyond our reasonable control, insufficient bookings, venue issues or illness.

Should this happen, you will be offered the choice of:

- transferring your booking to another available date; or
- receiving a full refund of any payment made for the cancelled workshop.

We will never charge you for a workshop that we are unable to deliver.

15. Corporate Flowers

We are pleased to work with businesses, organisations and community groups to provide flowers for offices, hospitality venues, events and other commercial settings.

Whether providing a one-off arrangement or an ongoing floral service, we aim to deliver designs that reflect your organisation and create a welcoming environment for your staff, customers and visitors.

Where regular floral services are agreed, the frequency of deliveries, payment arrangements and any additional terms will be confirmed in writing before the service begins.

If access to your premises is restricted or requires specific arrangements, please let us know in advance to help ensure deliveries can be completed efficiently.

Should a delivery be delayed due to circumstances beyond our reasonable control, we will communicate with you as soon as reasonably practicable and work with you to agree an alternative arrangement where necessary.

16. Delivery

We understand how important timely delivery can be, particularly when flowers are marking a special occasion or conveying a personal message.

We will always take reasonable care to ensure your flowers arrive in excellent condition and within the agreed delivery timeframe.

16.1 Delivery Area

Our delivery area and any applicable delivery charges will be published on our website or confirmed when your order is placed.

From time to time, we may agree to deliver outside our usual area. Any additional charges will always be discussed with you beforehand.

16.2 Delivery Times

Whilst we will always make every reasonable effort to meet requested delivery times, specific time slots cannot usually be guaranteed unless this has been expressly agreed in writing.

Factors such as traffic conditions, adverse weather, road closures and unforeseen circumstances may occasionally affect delivery schedules.

If we anticipate a significant delay, we will contact you or the recipient wherever appropriate and reasonably possible.

16.3 Recipient Not Available

If the recipient is unavailable at the time of delivery, we will use our reasonable judgement to determine the most appropriate course of action.

Depending on the circumstances, this may include:

- leaving the flowers in a safe place;
- leaving the flowers with a neighbour;
- contacting the recipient using the details provided;
- returning the flowers to the studio pending further instructions; or
- arranging a further delivery where appropriate.

Any additional delivery charges resulting from incorrect information, failed deliveries or requested re-deliveries may be payable before a further delivery is attempted.

16.4 Safe Places

If you ask us to leave flowers in a nominated safe place, responsibility for the flowers passes to you once delivery has been completed in accordance with your instructions.

We cannot accept responsibility for loss, theft, weather damage or deterioration occurring after that point.

16.5 Delivery Addresses

It is your responsibility to ensure that all delivery information is accurate.

Whilst we will always do our best to identify obvious errors, we cannot accept responsibility for delays or failed deliveries resulting from incorrect addresses, incomplete postcodes or inaccurate recipient details supplied to us.

17. Collections

If you have arranged to collect your flowers from us, we kindly ask that collection takes place at the agreed date and time wherever possible.

Should you be delayed, please let us know as soon as reasonably practicable so that alternative arrangements can be considered.

Responsibility for the flowers transfers to you once they have been collected.

We recommend transporting flowers carefully and avoiding prolonged exposure to excessive heat, cold or direct sunlight.

If another person is collecting your order on your behalf, please ensure they are aware of the agreed collection arrangements.

18. Customer Responsibilities

We are committed to providing flowers and services of the highest possible standard.

To help us do so, we kindly ask that you:

- provide accurate and complete information;
- respond promptly to requests for information where timing is important;
- make payments in accordance with the agreed payment schedule;
- notify us of any changes as soon as reasonably possible;
- follow any care instructions supplied with your flowers; and
- treat our staff with courtesy and respect.

We are proud to offer a friendly and personal service. In return, we ask that all communication with us remains respectful.

We reserve the right to refuse or discontinue service where behaviour towards us, our staff or anyone working on our behalf is abusive, threatening, discriminatory or otherwise unacceptable.

This right would only ever be exercised where absolutely necessary.

19. Cancellations

We understand that plans can change.

Whenever possible, we will work with you to find a fair and reasonable solution.

The outcome will depend upon the type of order, the amount of preparation already completed and whether flowers or materials have already been purchased specifically for your order.

19.1 Everyday Orders

If you need to cancel an everyday flower order, please contact us as soon as possible.

Where flowers have not yet been ordered or work has not yet begun, we will normally be able to provide a full refund.

Once flowers have been purchased specifically for your order or preparation has commenced, a full refund may no longer be possible.

19.2 Bespoke Orders

Bespoke floral work often involves sourcing flowers and materials specifically for your requirements.

For this reason, cancellation after these items have been purchased may result in charges reflecting the costs already incurred.

We will always explain these costs clearly and fairly.

19.3 Weddings and Events

Wedding and event cancellations are covered by the relevant sections of these Terms together with any additional written agreement provided for your booking.

19.4 Workshops

Workshop cancellations are covered within Section 14.

20. Refunds and Remedies

Customer satisfaction is extremely important to us.

If you are unhappy with any flowers or services we have provided, we encourage you to contact us as soon as reasonably possible so that we have the opportunity to understand the situation and put things right.

Many concerns can be resolved quickly through open communication.

20.1 Reporting a Problem

Where appropriate, we may ask you to provide photographs of the flowers together with details of your concern.

This helps us assess matters fairly and determine the most appropriate solution.

20.2 Our Approach

Where we conclude that we have not met the standard we set for ourselves, we will always seek to provide an appropriate remedy.

Depending on the circumstances, this may include:

- replacing the flowers;
- providing a partial refund;
- providing a full refund where appropriate; or
- agreeing another fair solution with you.

Each situation will be considered individually.

Our aim is always to resolve concerns reasonably, promptly and respectfully.

20.3 Circumstances Beyond Our Control

Refunds or replacements may not be appropriate where issues arise due to circumstances outside our reasonable control, including but not limited to:

- flowers not being cared for in accordance with the guidance provided;
- delays caused by inaccurate delivery information;
- deterioration resulting from extreme weather after delivery;
- damage occurring after collection or completed delivery; or
- natural variation in fresh flowers as described within these Terms.

Nothing in this section limits any statutory rights that you may have under applicable consumer legislation.

21. Photography

We are incredibly proud of the floral work we create and may occasionally photograph our designs for our portfolio, website or social media.

Where flowers have been created for weddings or private events, we will always aim to do so respectfully and with sensitivity to the occasion.

Our photographs will focus on the floral designs rather than individuals wherever reasonably possible.

If photographs clearly identify you or your guests, we will seek appropriate permission where required.

If you would prefer that we do not photograph your flowers for promotional purposes, please let us know before your event or order is completed.

We will always respect reasonable requests for privacy.

22. Intellectual Property

Unless otherwise stated, all content created by Blossoms & Blooms Floral Studio remains our intellectual property.

This includes, but is not limited to:

- photographs;
- website content;
- logos and branding;
- workshop materials;
- written content;
- floral design concepts created specifically by us; and
- marketing materials.

You are very welcome to share photographs of flowers you have purchased from us for your own personal use.

If you share our work on social media, we are always grateful if you credit Blossoms & Blooms Floral Studio where appropriate.

Our written content, images and branding must not be copied, reproduced or used for commercial purposes without our prior written permission.

23. Gift Vouchers

Where gift vouchers are offered by Blossoms & Blooms Floral Studio, the following terms apply unless otherwise stated.

Gift vouchers:

- are redeemable against eligible products and services offered by us;
- are not exchangeable for cash;
- cannot usually be replaced if lost or stolen;
- must be redeemed before any published expiry date, where applicable; and
- may only be used in accordance with any conditions stated at the time of purchase.

If the value of a purchase exceeds the value of the voucher, the remaining balance must be paid using an accepted payment method.

If a purchase is less than the value of the voucher, any remaining balance will be dealt with in accordance with the terms applicable at the time of issue.

24. Limitation of Liability

Nothing within these Terms excludes or limits liability where it would be unlawful to do so.

Subject to your statutory rights, Blossoms & Blooms Floral Studio shall not be responsible for losses arising from circumstances beyond our reasonable control.

We are not liable for indirect or consequential losses, including loss of profits, business opportunities or goodwill, except where such liability cannot legally be excluded.

Where liability arises in connection with an order, our responsibility will normally be limited to the value of the relevant order or service supplied.

This limitation does not affect your legal rights under consumer protection legislation.

25. Force Majeure

Occasionally, events outside anyone's control can affect our ability to provide flowers or services exactly as planned.

These events may include, but are not limited to:

- severe weather;
- flooding;
- fire;
- road closures;
- accidents;
- industrial action;
- transport disruption;
- widespread flower supply shortages;
- government restrictions;
- public health emergencies; or
- other unforeseen events beyond our reasonable control.

If such circumstances arise, we will contact you as soon as reasonably practicable to discuss the situation and agree the most appropriate solution.

This may include:

- reasonable substitutions;
- revised delivery arrangements;
- postponement where appropriate; or
- cancellation if no practical alternative exists.

Our priority will always be open communication and finding the fairest outcome possible.

26. Complaints

We sincerely hope you will be delighted with both your flowers and your experience with Blossoms & Blooms Floral Studio.

However, if something has not met your expectations, we would genuinely like the opportunity to put it right.

If you have a concern, please contact us as soon as reasonably possible, providing:

- your name;
- your order reference (where available);
- details of the issue; and
- photographs where appropriate.

We will acknowledge your complaint promptly and investigate the matter fairly.

Our aim is to resolve concerns through open, respectful communication, and we will always seek a solution that is reasonable for everyone involved.

Many issues can be resolved quickly once we understand what has happened.

27. Privacy

We respect your privacy and are committed to handling your personal information responsibly.

We will only collect and use personal information that is reasonably necessary to:

- process your order;
- communicate with you;
- arrange delivery or collection;
- provide our services;
- meet our legal obligations; or
- improve our customer service.

We will never sell your personal information to third parties.

Where we work with trusted service providers, such as payment processors or delivery partners, we will only share information that is necessary for them to perform their services.

Further information about how we collect, use and protect personal information is available within our Privacy Policy.

28. Changes to These Terms

From time to time, it may be necessary for us to update these Terms & Conditions.

This may happen, for example, where:

- our services change;
- legal requirements change;
- our business develops; or
- improvements can be made for greater clarity.

The most recent version will always be published on our website or made available upon request.

Changes will not affect orders that have already been confirmed unless required by law or agreed with you.

29. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes arising in connection with these Terms shall be subject to the jurisdiction of the courts of England and Wales unless applicable law provides otherwise.

Nothing within these Terms affects your statutory consumer rights.

30. Contact Details

If you have any questions about these Terms & Conditions, or about any flowers or services provided by Blossoms & Blooms Floral Studio, we will always be pleased to hear from you.

Blossoms & Blooms Floral Studio

Email: hello@blossomsandbloomsfloralstudio.com

Website: www.blossomsandbloomsfloralstudio.com

We believe that good communication is every bit as important as beautiful flowers, and we will always do our best to answer your questions promptly, honestly and professionally.

Thank You

Thank you for taking the time to read these Terms & Conditions.

They have been written with one simple aim: to help ensure that every order, every bouquet, every workshop, every wedding and every floral tribute is supported by clear expectations, open communication and mutual trust.

At Blossoms & Blooms Floral Studio, we believe flowers are about people and the moments that matter most.

Whether you are celebrating, remembering, comforting or simply bringing a little beauty into everyday life, thank you for allowing us to be part of your story.

Thank you for choosing Blossoms & Blooms Floral Studio.

Blossoms & Blooms Floral Studio

Terms & Conditions

First Edition

Version 1.0

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