

CONGRATULATIONS!

We are so excited to be part of your special day!
Let's make it official!

There is a **non-refundable \$500.00 retainer required** to hold your wedding date. Some of the tasks paid for with this retainer include, but are not limited to, paperwork, planning, meeting and general office duties required to plan the florals for your wedding/event. Your date will not be reserved until the retainer is paid in full. Though this amount is not refundable, it will be posted as a credit to your floral balance!

Hannah's Flowers requires that wedding balances are paid in full no later than 30 days prior to the wedding date. You will be required to make full payment by _____ Though you may make payments prior to that date. It is imperative that you make this payment on time to ensure that we are able to get the selection of botanicals you have selected. If this balance is not paid in good time, there is a chance that the design of your wedding, the selections and the costs may fluctuate due to our wholesalers not having your initial choices available on a reserve.

REFUNDS

Should your wedding date be canceled within 30 days or less of your date, Hannah's Flowers LLC will not guarantee or be held accountable for a refund. Weddings are extremely expensive for all parties, this includes vendors. There are times where we as vendors make a very small profit margin off of the weddings we take in and a refund after floral purchases, planning and the potential loss of income that comes with the fact that we can not resell your date compile to present a costly outcome.

_____ Initial

However, In the case of COVID 19, and any pandemic or situation where our government issues restrictions on gatherings, Hannah's Flowers LLC will do everything possible to help you transition through your situation with flexible and creative solutions. If the shutdown happens within 30 days or less of your event after final payment is made **Hannah's Flowers LLC will issue you a store credit for the amount paid which can be put towards another date in the future. Refunds will not be offered.** _____initial

In the instance that Hannah's Flowers can not provide you with your wedding flowers due to a fault of the shop such as death, mechanical failure or bankruptcy, the bride will be refunded the entire balance paid within 60 days of said instance.

_____Hannah's Flowers

In the case of refunds, Hannah's will only work with the person who is the signer of this contract. Hannah's will not indulge in third party conversations when discussing billing.

Bride will be responsible for making sure that Hannah's Flowers has a working timeline for drop off and set up no less than one week prior to the wedding date.

Reception set up is billed at \$200.00 per hour.

Acts of nature

Because flowers are perishable products, there are unforeseen times where the product is suddenly not available due to storms, fire and import/export issues. Many of the products the United States uses for professional grade flowers come from other countries, as you can imagine this can, on rare occasions, cause challenges which affects florists across the nation.

Should this or any other circumstance happen beyond the reach or control of Hannah's Flowers, we will not be held liable. This is why it is important to agree to allow our designers to make secondary decisions for your flowers. By initialing you agree to not hold Hannah's Flowers liable for unforeseen product shortages_____ (initial) you also agree to give Hannah's Flowers the buying power to make adjustments and select substitutes for your wedding selections _____(initial).

General Travel and Delivery Information

- Weddings under the budget of 4,999.00 must be picked up.
- Travel further than 1 hour away must have a minimum order of \$10,000.00 and will have a 30% additional fee for labor and delivery along with a 200.00 per hour labor charge for set up
- Travel further than 2 hours away must have a minimum order of \$25,000.00 and will have a 30% additional fee for labor and delivery along with a 200.00 per hour labor charge for set up

Set Up

Though Hannah's is a great florist, we are not a decor company. Hannah's is not responsible for decor other than florals.

Our company will not be responsible for the following:

- Setting up candles (though you can purchase them through us!)
- Placement of table numbers, signs or guest cards
- Hanging drapery or arranging of any Arbor fabrics.
- Hanging or arranging hanging lights or hanging decor.
- **Attaching any pieces that will require our team member to be more than 3 feet off the ground.** (This is a huge insurance violation.)
- Lighting of candles
- Placing flowers on Children or on Animals
- Placing flowers on Cake (allergies can occur, liability is high, we can supply them though)
- Scattering petals on tables, isles or other areas of the venue though petals can be provided for you from Hannah's.

Deal Breakers

This contract and all responsibilities of Hannah's Flowers will be canceled and no refunds will be returned to the signee in the case of the following:

- Sexual harassment of our staff
- Abusive behavior such as threatening, unreasonable requests against contract, yelling, screaming or demeaning any member of our staff by the bridal party or wedding participants.
- Irrational behavior, including family drama/conflicts in the work space
- Unsafe working environment
- Intoxication or inebriation of members of authority, bridal party or venue.
- Timeline conflicts due to late bridal party, DIY issues, Venue lateness or any other delay that can not be remedied which is not the fault of Hannah's Flowers.

Staff Restrictions: :

- Our staff is not permitted into any private spaces such as hotel rooms, locker rooms, dressing rooms or bathrooms for any reason.
- Under no conditions will our staff be placed in the care of wedding rings, bouquet charms, Marriage licenses or any other irreplaceable items.
- Staff are not authorized to drive or operate vehicles they are not registered to.
- If DIY or venue decor such as arbors, stairways, or any other space that has scheduled florals on them is deemed unsafe by any member of the Hannah's team, florals will not be set up in the planned way. Florals will be used elsewhere in set up at designers discretion. Hannah's will not be held liable for change in decor.

Hannah's is not responsible for the following:

- Wilting of flowers due to heat or cold once delivered
- Knowing the floral rules of your venue or church
- Moving of venue furniture, personal items or other venter items
- Clean up of your event (this can at times be done for a cost)
- Wildlife that is attracted to any floral items or the damage this may cause to guests. (bees mostly!)
- Water or fabric damage from arrangements
- Missing floral pieces, wearables or others once delivered. (gma walks off with the corsages)
- Damages to florals once delivered such as bruising from being touched
- If Hannah's is scheduled to arrive at a venue and can not complete the setup on timeline due to DIY decor not being complete or in place, Hannah's will not be liable for set up of floral items not set up. Hannah's will not be required to wait for the set up to be completed. Hannah's will not be required to return at a later time.
- Flowers matching artificial decor
- Pick up vehicles large enough for the florals ordered.

- Damages to florals based on poor packaging or stabilizing of pick up crew sent by bride.
- Missing items or incorrect counts due to the bride, or signer, not reading the final financial sheets prior to making final payment.

Other Notes:

Florals which are being picked up will require a check out process. Make sure your pick up person is in good time for this process. It can take up to 30 minutes. Each piece must be checked off, accounted for and approved by the pick up person.

Name: _____

Phone Number: _____

Pick Up Time: _____

Planners/ Personal Planners/Day of Coordinators may make changes on the day of the wedding. Hannah's is not responsible for making any adjustments to the plan set 24 hours prior to the event. Though we do try to play nice and help out. There are times where changes can damage timelines and the ability of our shop to perform as contracted. (extra tables, timing shifts). Additional tasks may be entertained by our staff but are not our responsibility. (The one more thing trap). Additionally, our staff will report only to the person or persons listed as the wedding day captain, No new captains will be accepted once on location. If no Wedding Capitan is listed, the bride is captain by default.

Wedding Captain: _____

Brides Initial: _____

Defaming our business due to your contract breachment will not be tolerated and can result in legal ramifications.

By signing this contract you are making the written statement that you understand, agree with and can uphold all of the listed guidelines and boundaries set forth by Hannah's Flowers.

Bride's Signature: _____ Date: _____

Hannah's Flowers Signature: _____ Date: _____

Hannah's Flowers
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