



# MATTHEW LANDERS

## WEDDING ORDERS TERMS & CONDITIONS

1. **MINIMUM SPEND**

Matthew Landers does not adhere to a strict minimum spend policy. However, as a historical guideline, we recommend that the below could be used as a gauge of a minimum spend with us.

*Bridal Party only* (Bride/Maids Bouquet(s), Buttonholes, Corsages etc.) – from \$1,500

*Full service* (Bouquet(s), Ceremony & Reception etc.) – from \$5,000

2. **CONSULTATION**

If the date you have requested with us is available, you will be offered a consultation with us at our HQ (Perth, Australia). You must attend a consultation with us to obtain an estimate or quotation. Should you not be able to attend an in-person consultation, you will be offered a digital meeting (skype etc.).

3. **PRE-WEDDING MEETING**

12-8 weeks prior to your event, a pre-wedding meeting will be offered (if needed).

4. **ADDITIONAL ADMINISTRATION**

Consultations and/or site visits required in addition to what is offered in points 2 & 3 will be available at \$150 per hour or part thereof. Whilst we acknowledge, understand and respect that a wedding is a very important day for a couple, we discourage excessive email(s) & call(s) to our business in the lead up to your wedding/event. We ask that communication is kept as transparent as possible and that both parties take advantage of the scheduled meeting times.

5. **BOOKING**

Conditions of booking are listed on your quotation/estimate (terms of validity). Once the validity of the quotation/estimate has been exceeded, we reserve the right to rescind the document and re-open the date to other clients (we will always make several attempts to contact you, prior to this occurring).

6. **ESTIMATE/QUOTATION**

An estimate or quotation will be sent to you by email within 21 days of attending a consultation with us. An estimate or quotation is only valid for 7 days (unless otherwise discussed). We will make two revisions to your order by email without incurring an administration fee.

7. **DATE AVAILABILITY**

Matthew Landers only accepts bookings up to 24 months in advance. In most cases we are fully booked up to 12 months in advance. Please contact to confirm date availability. Once payment has been made on an estimate/quotation, your order is immediately secured on the date requested.

8. **TRIAL**

Should you wish to conduct a trial of any part of your order, this can be arranged. The cost will be the same as what the individual item is listed on your quotation. This amount is payable prior to the scheduled trial.

9. **REFUSAL OF SERVICE**

Matthew Landers Group reserves the right to decline any order. We also reserve the right to choose not to work with third parties such as stylists, planners and venues if we don't feel they're a suitable on-par fit for our work and ethics.

10. **PAYMENT**

Deposit/Payment options are listed on the initial (and subsequent revisions). Once the client has advised they wish to proceed, a Tax Invoice is issued, to complete your payment.

Should your final payment not be made on its due date as per your quotation, we reserve the right to cancel your order effective immediately with no refund on any deposit paid.

By making payment of the Deposit on either a Quotation or Estimate, you are acknowledging that your order will be as listed in its original quantity, scale and format. We will only accept a reduction of up to 10% of the value of the order (due to RSVPs, final table numbers etc). Should additions need to be made, this must be done 30 days prior to the event to guarantee availability.

11. **CANCELLATION**

If a deposit is paid, the deposit is used against the full balance, however not refundable if the Wedding is cancelled or moved to a date which we are not available.

Full payment of all Weddings is required four (4) weeks (30 days) prior to Wedding date. Failure to make payment on the due date may result in a cancellation of the order.

Cancellations made within outside or 30 days of Wedding date will be eligible for a refund minus initial deposit and 10% administrative fee.

Cancellations made within four (4) weeks of Wedding date will result in loss of the complete amount paid.

12. **PUBLIC LIABILITY**

M Landers Group Pty Ltd. holds a \$20 Million Public Liability when working on your wedding/event in a venue outside of our own HQ.

13. **LIABILITY**

No flower types or varieties can ever be guaranteed. This is due to Natural growing, supply chain rejections, quarantine restrictions and seasonal availability. Every endeavour will be made to complete the order exactly as listed. Suitable substitutes will be offered in replacement, should something not be available.

Matthew Landers accepts no liability for growers, wholesalers, agents (and similar) for not supplying the correct product and/or service. A decision may be made on your behalf to complete the job as we see professionally fit.

In the event of a natural disaster (including but not limited to severe weather), change of venue, or negligence by another vendor, including third party providers not completing their contractual requirements, Matthew Landers will act as seen professionally fit in these circumstances, accepting no responsibility.

14. **DISPUTES**

Dialog regarding any form of dispute will only be entered into within 24 hours of the wedding/event.

15. **PHOTOGRAPHY**

Matthew Landers reserves the right to photograph all arrangements upon installation internal use.