Wedding Florals & Styling

At Bloom Illusions, we believe a beautifully executed wedding begins with clear communication and shared expectations. These Terms & Conditions outline our commitments to you, your responsibilities throughout the booking process, and the arrangements that allow us to deliver your wedding florals and styling as intended.

01. Your Booking & Agreement

These Terms & Conditions apply to all goods and services provided by Bloom Illusions, including keepsake florals, hireable florals, styling accessories, installation and wedding styling services.

Your booking is confirmed once your quotation has been accepted, these Terms & Conditions have been agreed to and your booking fee has been received. Wedding dates and production capacity are not secured until these requirements have been met.

Your accepted quotation, these Terms & Conditions and any mutually agreed written amendments form your booking agreement.

Website estimates are indicative only and do not constitute a formal quotation or reservation. Quotations are valid for 30 days from issue, subject to availability.

02. Pricing & Payments

Minimum Booking Values

The following minimum booking values apply to weddings involving hireable florals or styling:

- Friday, Saturday, Sunday and public holidays: $3,500.
- Monday to Thursday, excluding public holidays: $1,500.

Minimum booking values apply to the total booking value, excluding refundable security bonds. Standalone keepsake floral bookings have no minimum spend.

Payment Schedule

Unless otherwise agreed in writing, payments are scheduled as follows:

- **Booking Fee:** 10% of the total booking value, payable upon acceptance.
- **Progress Payment:** A further 50% of the total booking value, due six months before your wedding.

- **Final Balance:** The remaining 40%, together with any agreed amendments and applicable security bond, due one month before your wedding.

For bookings made within six months of the wedding, the progress payment is due within 30 days of booking or by the final payment deadline, whichever occurs first.

Bookings made within one month of the wedding require full payment upon confirmation.

The booking fee is credited towards your total booking value and is generally non-refundable in the event of client-requested cancellation, subject to Section 05 and applicable law.

All outstanding payments must be received before delivery, dispatch, installation or collection of keepsake items.

Where payment remains overdue following reasonable written notice and an opportunity to rectify the issue, Bloom Illusions may suspend work or cancel the booking, subject to Section 05 and applicable law.

03. Design & Creative Direction

Your initial consultation, preliminary proposal and quotation establish the creative direction and agreed scope of your booking.

Following confirmation, your wedding date and production capacity are reserved. Detailed design development, ongoing planning, material sourcing, procurement and styling-related supplier liaison will commence following receipt of your progress payment, due six months before your wedding.

For bookings made within six months of the wedding, these services will commence upon receipt of the applicable progress payment.

Final production and preparation will generally take place following receipt of your final balance, unless earlier arrangements are necessary and mutually agreed.

Moodboards, inspiration images, stem plans and digital mockups communicate the intended aesthetic and are not exact representations of the finished arrangements. As our arrangements are individually handcrafted, variations in shape, composition, dimensions and placement may occur.

Bloom Illusions retains reasonable creative discretion to make minor adjustments and material substitutions where necessary, while maintaining the agreed aesthetic, colour palette and quality. Significant changes to an approved design will be discussed with you before proceeding.

Where another florist or stylist is engaged to contribute to spaces within our agreed scope, prior written agreement is required to ensure design cohesion, compatibility and safe installation.

04. Amendments & Finalisation

Your booking reserves our availability, inventory and production capacity based on the agreed scope and booking value.

Requests to amend your booking must be made in writing and are subject to availability, existing commitments and production requirements. Additions, substitutions and changes to the agreed scope may

require revised pricing.

Reductions in booking value are assessed individually, taking into consideration applicable booking minimums, work already undertaken, financial commitments and reasonable losses resulting from the proposed changes.

Where suitable, we encourage reallocating your floral and styling budget towards alternative inclusions rather than reducing the overall booking value.

Where reception styling is quoted as a collection based on guest numbers, individual arrangement and accessory quantities may be adjusted to suit the confirmed table layout, available space and agreed design. Expressly agreed quantities and inclusions will be maintained unless otherwise agreed in writing.

Finalisation Deadlines

- Major design changes: Three months before your wedding.
- Minor amendments and additions: 30 days before your wedding.
- Final guest numbers and table layouts: 30 days before your wedding.
- Final logistical updates: Seven days before your wedding.

Changes requested after these deadlines are subject to availability and may incur additional costs, which will be communicated and agreed upon before proceeding.

Clients are responsible for providing requested information and approvals within the agreed timeframes. Delays may affect our ability to accommodate changes or deliver particular design elements.

05. Cancellations & Postponements

Cancellations

We understand that circumstances can change. Should you need to cancel your booking, please notify Bloom Illusions in writing as soon as possible.

Your booking reserves our availability, inventory and production capacity. Cancellation charges reflect the time, resources and financial commitments invested in your wedding.

For bookings involving hireable florals or wedding styling, the following maximum cancellation charges apply:

- **More than six months before your wedding:** The original 10% booking fee is retained, with no additional cancellation charge.
- **Six months or less before your wedding:** Up to 50% of the total agreed booking value is retained, inclusive of the booking fee.
- **Within seven days of your wedding:** Where production and preparation have been completed, up to 100% of the total agreed booking value may be retained. Where production and preparation have not been completed, the 50% maximum applies.

Cancellation charges are limited to payments already received and will not exceed the reasonable net losses incurred by Bloom Illusions. Recoverable expenses, avoided costs and replacement bookings will be taken into consideration where applicable.

Any remaining balance will be refunded, with details of applicable deductions provided.

For standalone keepsake bookings, cancellation charges are assessed according to the reasonable costs and losses associated with design, administration, materials and production already undertaken, up to the total order value and limited to payments received.

Refundable security bonds are excluded from cancellation charges and will be returned in full where no hire items have been supplied.

These provisions apply to client-requested cancellations and do not limit your rights under Australian Consumer Law.

Postponements & Venue Changes

Requests to change your wedding date or venue must be made in writing and are subject to availability and mutual agreement.

Where an alternative date is agreed, payments already received will be credited towards your amended booking.

Revised pricing may apply to reflect changes in date, venue, scope, supplier pricing or additional work required. Any additional charges will be communicated and agreed upon before confirming the amendment.

Where a mutually suitable alternative date cannot be arranged following a client-requested postponement, the cancellation provisions may apply, subject to the circumstances and applicable law.

06. Keepsake Florals

Keepsake arrangements are individually handcrafted using materials selected for your agreed design.

Where progress photographs are provided, any requested adjustments should be communicated promptly so they can be considered before completion.

Keepsake florals are generally dispatched approximately two to three weeks before your wedding, unless alternative arrangements have been agreed.

Clients are responsible for providing accurate delivery details and making suitable arrangements to receive their order.

Following receipt, keepsake florals should be stored in a dry, protected environment away from excessive heat, direct sunlight, moisture, children and animals.

Bloom Illusions is not responsible for damage or deterioration to the extent caused by improper handling or storage following receipt.

Change-of-mind returns are not offered for completed bespoke arrangements. This does not affect your statutory consumer rights.

07. Hire Items, Care & Security Bond

Ownership & Care

All hireable florals, structures, vessels, styling accessories and associated equipment remain the property of Bloom Illusions or the relevant external hire provider.

The hire period commences upon delivery or installation and concludes upon collection by Bloom Illusions or its authorised representatives.

Hire items must remain at the agreed venue and be available for collection at the agreed time and location.

Unless expressly authorised by Bloom Illusions, hire items and installations must not be moved, dismantled, modified, removed or otherwise interfered with, except where immediately necessary for safety.

Guest, Animal & Third-Party Interference

Our installations are carefully designed and positioned for presentation and structural stability.

Clients must take reasonable precautions to prevent loss, damage or interference by guests, children, animals, venue personnel and other vendors throughout the hire period.

Interference includes, but is not limited to:

- Removing individual flowers, stems, candles or styling accessories.
- Moving, dismantling or altering arrangements or structures without authorisation.
- Attaching additional decorations or materials to installations.
- Climbing, leaning on or pulling arrangements or structures.
- Damage or contamination caused by animals, food, beverages or other activities.

Where pets, venue animals or other animals are present, appropriate supervision or separation from installations must be arranged where reasonably necessary.

Clients are responsible for communicating relevant hire and handling requirements to their guests, venue and other vendors.

Bloom Illusions is not responsible for changes to the appearance or condition of installations to the extent caused by unauthorised interference following installation.

Security Bond

A refundable security bond of $250 applies to bookings containing Bloom Illusions hire items and is payable with the final balance.

The security bond may be applied towards:

- Reasonable repair or replacement costs associated with lost or damaged hire items beyond fair wear and tear.
- Additional cleaning or restoration required due to improper handling or use.
- Reasonable costs arising from unauthorised relocation, dismantling or interference.
- Agreed additional restyling, labour, travel or collection charges that remain outstanding.

Deductions relating to loss, damage or additional costs arising from a breach of the client's responsibilities will be limited to reasonable costs attributable to that breach.

The security bond does not represent the maximum amount recoverable. Where applicable charges exceed the bond, the outstanding amount may be invoiced separately.

Details of any deductions or additional charges will be provided. The remaining bond will be refunded within seven calendar days of collection.

Clients will not be charged for pre-existing damage, ordinary wear and tear or damage caused by Bloom Illusions.

08. Venue Access, Installation & Collection

Venue Access & Installation

Delivery, installation, restyling and collection services are provided in accordance with your accepted quotation.

Clients are responsible for ensuring that venue permissions, access arrangements and installation conditions reasonably required to deliver our services are in place.

Relevant venue restrictions, stairs, carrying distances, attachment limitations, installation surfaces and access requirements must be disclosed during planning.

Installation areas must be accessible, appropriately prepared and safe at the agreed time.

Where installations incorporate structures, furniture or equipment supplied by the venue, client or another supplier, these items must be suitable for their intended use and available at the agreed installation time.

Bloom Illusions may decline to use items reasonably considered unsuitable or unsafe and will, where practicable, discuss alternative arrangements.

Changes to access or installation schedules must be communicated as soon as possible.

Additional labour, waiting time, travel or logistical requirements resulting from undisclosed or subsequently changed conditions may incur reasonable additional charges, agreed before being incurred wherever practicable.

Authorised Representatives

Clients may nominate an authorised representative to communicate on their behalf on the wedding day.

Requests that materially alter the agreed design, scope or installation arrangements must be approved by the client or their authorised representative.

Bloom Illusions may decline instructions that conflict with the agreed booking or compromise safety.

Reception Restyling & Repurposing

Ceremony-to-reception repurposing is included only where expressly specified in your accepted quotation.

Where restyling services have not been booked with Bloom Illusions, clients wishing to repurpose hireable arrangements must obtain prior written approval from Bloom Illusions and confirmation from their venue that designated staff are willing and available to undertake the relocation.

Approval is subject to the suitability, size, weight, construction and handling requirements of the arrangements. Certain installations may only be relocated by Bloom Illusions.

Where third-party restyling has been approved, Bloom Illusions is not responsible for changes to the appearance, composition, placement or overall presentation of arrangements resulting from their relocation or handling by others.

Clients must ensure that authorised persons follow all handling and relocation instructions provided. Unauthorised relocation by venue staff, family members, guests or other vendors is not permitted.

Reasonable repair, replacement or additional cleaning costs arising from improper handling, unauthorised relocation or failure to follow instructions may be deducted from the security bond where attributable to a breach of the client's responsibilities. Costs exceeding the security bond may be invoiced separately.

Where previously arranged third-party restyling becomes unavailable and Bloom Illusions is requested to remain onsite, return to the venue or undertake additional restyling services outside the agreed scope, our applicable restyling fee and any reasonable additional labour or travel costs will apply, subject to availability.

Wherever practicable, these charges will be communicated to and approved by the client or their authorised representative before the additional services are undertaken. Agreed outstanding restyling charges may be deducted from the security bond, with any remaining balance invoiced separately.

Bloom Illusions is not obligated to remain onsite beyond the agreed installation schedule or accommodate unplanned restyling requests where other commitments or operational requirements prevent us from doing so.

Collection & Pack-Down

Next-morning collection is standard unless otherwise specified in your quotation.

Same-day or late-night collection is subject to availability, venue location and applicable additional charges.

Clients must ensure that all hire items remain secure, protected from adverse weather and accessible until collection.

Reasonable additional costs arising from inaccessible premises, missing items or changed collection arrangements may be recovered where attributable to a breach of the client's responsibilities.

09. Weather, Safety & Candles

Outdoor Installations

A suitable sheltered or indoor alternative must be available for outdoor installations.

Artificial florals and associated styling materials are not necessarily waterproof, weatherproof or suitable for prolonged exposure to environmental conditions.

Bloom Illusions retains professional discretion over installation methods and whether conditions are suitable and safe.

Where rain, wind, extreme heat, unstable ground or other conditions present a risk to people, property or inventory, installations may require modification, relocation or omission where no safe alternative is available.

Clients must promptly notify Bloom Illusions of changing conditions and ensure relevant venue personnel are aware of installation requirements.

Installations must not be relocated without authorisation, except where immediately necessary for safety.

Where services cannot be delivered as originally planned, we will work with you to identify a reasonable alternative and assess any applicable charges or refunds in accordance with the circumstances and applicable law.

Candles & Open Flames

The use of candles is subject to venue approval, environmental conditions and applicable safety requirements.

Candles must not be moved, modified or relit contrary to instructions provided by Bloom Illusions.

Lit candles must not be left unattended or placed in proximity to combustible materials.

Where candles cannot safely be used as planned, alternative styling arrangements may be considered.

Responsibility for lighting, monitoring and extinguishing candles will be confirmed with the client or venue before the wedding.

Workplace Safety & Conduct

Bloom Illusions is committed to providing a safe and respectful working environment.

We may suspend, modify or decline work where reasonably necessary due to unsafe conditions, aggressive behaviour, harassment or other serious risks.

Where reasonably practicable, we will provide notice and an opportunity for the issue to be resolved before suspending services.

10. Wedding Styling & External Suppliers

Where booked, Complete Wedding Styling includes creative direction, design development, sourcing and execution of the agreed styling concept, as outlined in your quotation.

This service does not constitute wedding planning, event management or on-the-day wedding coordination.

External hire items, third-party supplier charges, additional staffing, transport and services outside the agreed scope are not included unless expressly specified in your quotation.

External suppliers may be engaged directly by the client or by Bloom Illusions, as agreed in writing.

Where suppliers are engaged directly by the client, their goods and services remain subject to their own booking terms. Bloom Illusions is not responsible for independent supplier failures outside its reasonable control.

Where Bloom Illusions engages suppliers directly, our responsibilities remain subject to the agreed scope and applicable law.

External hire availability and pricing are subject to supplier confirmation. Additional expenditure requires client approval before commitments are made.

Where external items or services need to be secured before the six-month design development stage, earlier sourcing, approval and payment arrangements may be agreed separately in writing.

Client-Supplied Items

Client-supplied styling items, stationery, decorations and accessories must be provided in suitable condition, clearly identified and available at the agreed time.

Placement, assembly and collection of these items are included only where specified in the agreed styling scope.

Bloom Illusions will exercise reasonable care when handling client-supplied items but is not responsible for pre-existing defects or damage attributable to their inherent fragility despite reasonable care.

11. Photography, Intellectual Property & Privacy

Photography

Bloom Illusions may photograph its completed floral and styling installations for documentation, portfolio and marketing purposes unless the client requests otherwise in writing.

Identifiable images of clients, guests or children will not be published without appropriate permission.

Professional photography will only be used where the necessary permissions have been obtained, with appropriate photographer credit.

Intellectual Property

Original design concepts, moodboards, stem plans, mockups and creative materials produced by Bloom Illusions remain its intellectual property to the extent protected by law.

Clients may use these materials for personal wedding planning and agreed supplier liaison.

Our original creative materials must not be reproduced or supplied to another vendor for commercial execution of our designs without written permission.

Third-party inspiration images and other third-party materials remain the property of their respective rights holders.

Privacy

Personal information is collected and used to administer your booking, communicate with you and deliver our agreed services.

Relevant information may be shared with service providers where reasonably necessary to fulfil your booking or where required by law.

Personal information will be handled in accordance with applicable privacy laws and our published Privacy Policy.

12. Unforeseen Circumstances, Liability & Consumer Rights

Circumstances Beyond Our Control

Neither party will be responsible for delays or inability to perform contractual obligations to the extent caused by circumstances genuinely beyond their reasonable control, subject to applicable law.

These circumstances may include natural disasters, severe weather, government restrictions, venue closures or sudden serious illness that cannot reasonably be accommodated.

Where such circumstances arise, both parties agree to communicate promptly and take reasonable steps to minimise disruption.

Bloom Illusions will, where reasonably practicable, explore suitable alternatives, replacement personnel or rescheduling arrangements.

Where services cannot be delivered or rescheduled, payments and refunds will be assessed having regard to the circumstances, services already provided, reasonable recoverable costs and applicable law.

Concerns & Resolution

We take pride in the quality of our work and encourage clients to raise any concerns promptly so that we have a reasonable opportunity to investigate and, where possible, resolve them.

Bloom Illusions is not responsible for loss, damage or deterioration to the extent caused by improper handling, unauthorised interference or circumstances outside our reasonable control.

Nothing in these Terms & Conditions excludes our responsibility for our own negligence or failure to exercise reasonable care and skill.

Nothing in this agreement excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under Australian Consumer Law.

13. Acceptance of Agreement

By accepting your quotation, agreeing to these Terms & Conditions and paying your booking fee, you confirm your acceptance of the booking agreement.

Any amendments to this agreement must be mutually agreed in writing. Where a specific written amendment expressly varies these Terms & Conditions, the agreed amendment will prevail to the extent of that variation.

This agreement is governed by the applicable laws of Queensland and Australia.

BLOOM ILLUSIONS

Wedding Floral Design & Styling

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