

Bloom Illusions



Terms & Conditions

Firstly, CONGRATULATIONS ON YOUR UPCOMING WEDDING!!!! We are so excited to be a part of this magical time. To take away some of the stress involved we have made this document to explain all of the in's and outs, and what your expectations can be from us!

Here is an outline of how this will work:

1. Quoting – Once we have enough information from you regarding your requirements, we will put together a quote. Please note that this quote will be subject to change if design preferences change, however this will always be communicated to you for your approval! Shipping will not be included in this initial quote.
2. Conceptualisation – We will communicate either by emails, phone calls, and messaging during the concept period. We love chatting and will ask questions to help us determine your vision and needs including flower preferences, colour palettes, ideal use of the space and structures available, and exact item requirements. We encourage you to send us any inspiration photos, photos of your venue, pictures of your dresses and to let us know well in advance about any time restraints you might have! We create a Mood Board for your wedding, so any images you have will help us to solidify your vision!
3. Deposit – We require a 50% deposit to begin works, but we won't send this invoice until 4-5 months from your wedding date!
4. Creation – Your order will be started approximately 3-4 months out from your wedding date. We will begin by curating flowers specifically for your wedding and will communicate throughout this time with progress photos to ensure that you are happy with the flower selections, size, style and colour combinations.
5. Payment – Upon the completion of your wedding florals we will issue a final invoice for the balance of your account + shipping as required which is to be paid in full prior to delivery or pick-up. Account is to be settled within 1 week of issue please!
6. Shipping – Your florals will be shipped to you 2-3 weeks prior to your wedding date (unless otherwise planned) However please be aware that last minute change requests during the production period may add time and delay your delivery. Pick-up from our home studio in Beaudesert is also welcome!

Refunds

Cancellations that occur prior to any deposit being paid will not incur any fees!

Refunds will still be issued once works have begun (providing the bouquets are still in the creation phase), but there will be a retained fee of \$150. This is due to the time and effort spent conceptualising, designing, and ordering flowers specifically for your wedding!

There will be no refunds issued once your wedding order has been completed, except in extenuating circumstances at the discretion of Bloom Illusions. However, if you wish to cancel at this point, you will not be issued your final invoice. This does however mean that you forfeit any deposits already paid.

Refunds are not offered for change of mind after full invoice is paid and your items are shipped! We take every care to ensure that we communicate effectively during the creation phase with ample photos to show progress!

Feedback

Please let us know ASAP if things are not to your liking during the creation phase and we will change things to suit! We pride ourselves in working with our Brides to bring their wedding floral dreams to everlasting life, and are very accepting of constructive criticism! This is your big day, and we want it to be as perfect as you do!

Our Commitment to Your Vision

At Bloom Illusions, we are dedicated to realising our clients' visions. We pledge to collaborate with you to achieve your desired outcome, while reserving the right to exercise our design expertise and artistic creativity, within reason. If we determine that your requests fall beyond our scope or abilities, we will offer honest guidance and suggest a more suitable florist for your needs, and of course, waive any cancellation fees!

Privacy Policy

At Bloom Illusions, we value your privacy and are committed to protecting your personal information. This privacy policy outlines how we collect, use, and safeguard your data in accordance with applicable laws and regulations.

Information Collection

We may collect personal information, including your name, contact details, and event-related preferences, when you engage with us during the inquiry and booking process. This information is used solely for the purpose of providing our services and communicating with you effectively.

Data Usage

The personal information we collect is used to facilitate the creation of your wedding florals, including understanding your design preferences and ensuring timely delivery. We do not share your data with third parties except for the purpose of fulfilling our contractual obligations, such as shipping and delivery services.

Data Security

We implement appropriate security measures to protect your personal information from unauthorised access, alteration, or disclosure. Our systems are regularly updated to ensure your data remains secure.

Retention Period

We retain your personal information for the duration of our collaboration and for a reasonable period afterward to address any queries or issues that may arise. After this period, your data will be securely deleted.

Your Rights

You have the right to access, correct, or delete your personal information held by us. If you wish to exercise any of these rights, please contact us using the information provided below.

Contact Information

If you have any questions, concerns, or requests regarding your personal information or our privacy practices, please contact us at enquiries@bloomillusions.com.au or on 0488 161 375

Acknowledgment

By engaging with Bloom Illusions, you acknowledge and agree to the Terms & Conditions and Privacy Policy.