

TERMS & CONDITIONS

Congratulations on your upcoming wedding!

We are thrilled to be part of this magical journey and to help bring your wedding vision to life. To make the process as smooth and stress-free as possible, we've created this document to outline all the details, expectations, and steps involved in collaborating with us.

HOW IT WORKS

1. Quoting

Once we have gathered enough details about your requirements, we'll provide a quote. This initial quote may be adjusted if your design preferences change, but all changes will be communicated for your approval. Shipping costs will not be included in this initial quote.

2. Non-Refundable Deposit

To secure your booking, we require a \$150 non-refundable deposit. This deposit ensures your booking is held and covers the time spent on consultations, quoting, and design conceptualisation and will be deducted from your final invoice. However, if you choose to cancel your booking, this deposit will be retained.

3. Conceptualisation

During this stage, we'll collaborate via emails, phone calls, and messages to finalise your vision. We'll discuss flower preferences, colour palettes, venue details, and any time restraints. Inspiration photos (e.g., venue, dresses, mood boards) are highly encouraged to help us design your bespoke florals.

4. 50% Deposit

A 50% deposit will be required to begin production. This invoice will be sent approximately 4–5 months before your wedding date.

5. Creation

We'll start crafting your order about 3–4 months before your wedding date. This includes sourcing flowers specifically for your event. During this time, you'll receive progress updates with photos to ensure satisfaction with the flower selection, style, and design.

6. Final Payment

Once your florals are complete, a final invoice (including shipping if applicable) will be issued. Payment must be made in full within one week of the invoice date. Delivery or pick-up will only proceed after the balance is settled.

7. Shipping or Pick-Up

Your florals will be shipped 2–3 weeks before your wedding date unless otherwise arranged. Please note that last-minute change requests during production may delay delivery. Alternatively, you're welcome to pick up your order from our home studio in Beaudesert.

REFUNDS

Deposit

A \$150 non-refundable deposit is required at the time of booking. This secures your date and covers the time spent on initial consultations, quoting, and design conceptualisation. If you cancel your booking, this deposit will be retained.

Cancellations

If you cancel your booking after paying the deposit, any additional payments made (beyond the \$150 deposit) will be refunded.

Change of Mind

Refunds are not offered for change of mind after the final invoice has been paid and your items have been shipped. Throughout the creation process, we provide ample updates and photos to ensure your satisfaction.

FEEDBACK

Your satisfaction is our top priority. If something isn't quite right during the creation phase, please let us know as soon as possible so we can make the necessary adjustments. We're committed to working closely with our brides to bring their wedding floral dreams to life and welcome constructive feedback with open arms. This is your special day, and we're here to ensure it's as perfect as you envision.

OUR COMMITMENT TO YOUR VISION

At Bloom Illusions, we are dedicated to bringing our clients' visions to life. We pledge to work closely with you to achieve your desired outcome, while also 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 provide honest guidance and suggest a more suitable florist to meet your needs. If you need to cancel due to this, we'll waive any cancellation fees to make the transition as smooth as possible.

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.