

Consultation

Before we begin on any commission under our *Complete Service* we like to be as sure as possible that we understand what you expect of us and that you are aware of what we can and can not do for you. We specialise in creating and providing for entire events; we are not a shop, though, and are unable to supply an Interflora Service

No two *Special Occasions* are ever the same. The places, the times and the seasons and, above all, the people involved are always completely different. So we set out afresh on each commission, in close consultation with you and those at the heart of the celebration, to design and create something unique and appropriate – that is our Special Contribution to your *Special Day*

Fresh Flowers: We work mainly in *Fresh Flowers*. We have high quality English and Dutch suppliers and are happy to get special and unusual flowers, if given plenty of notice, subject to a minimum order of £100

Equipment: We have a wide range of equipment, some of which has been designed and made to our specification (and all of which is available for hire separately)

Availability

Our *Complete Service* is available mainly in the North of England – within roughly 100 miles/2 hours driving time of Thirsk, North Yorkshire – but we have been known, when clients have proved particularly persuasive and schedules have allowed, to go to almost every part of the country and even abroad. So why not ask?

Equipment Hire: The economic realities usually responsible for such limits, however, do not apply so rigorously to our *Hire Service*, which is in principle available throughout the country, if you are prepared to arrange suitable private transportation to collect it from and deliver it back to Thirsk – Please note that the *Candelabra (BA11/3G)* can be boxed up and sent via courier, if necessary

Colour Theme/Colour Matching

We work to your colour swatch or other appropriate colour reference (which, of course, you provide in very good time!)

If a precise match is required, you may need to supply a quantity of your actual fabric for us to make up into bows, etc, for any of the set-piece arrangements. This is essential, should you want us to carry the colour theme through to the more personal items, for instance, for *Bouquet* and *Posy Sashes* or for covering of *Alicebands*, *Hoops* and *Basket-* or *Pomander-handles*

Estimating

Firm quotations are not possible when fresh flowers are involved and/or until we know how much mileage is required, but we are happy to work out a free rough estimate and to work within a budget

Basis of Fees & Other Charges

Final fees and charges incorporate:

- *the initial consultation and our design expertise*
- *wholesale market flower prices for Fresh Flowers on the day of purchase*
(Please note that we have a minimum order of £100 for Fresh Flowers)
- *florist's sundries and consumables, including Candles*
- *any specially bought-in materials & supplies*
- *administrative handling charges of 10%*
- *the appropriate hire charges in respect of all items of Equipment included in the scheme*
- *creation and setting-up of all the arrangements*
- *delivery/collection – labour and mileage are calculated at cost; in addition to the basic service, it may be possible to move some of the smaller arrangements from one venue to another during the event, in which case we simply charge for the additional labour and mileage*
- *handling/maintenance – cleaning, restoring, etc, of equipment are calculated at cost*

Ordering

Please first contact us to discuss your requirements and confirm availability at:

By Arrangement, 37 Market Place, Thirsk, North Yorkshire, YO7 1HA

Tel/Fax: 01845 524300 – **Mobile:** 077900 98635 – jean@by-arrangement.co.uk – www.by-arrangement.co.uk

Deposit

A cheque for a proportion of the complete estimated charges (to be agreed at the time of confirming the order) must be sent to us by six weeks before the event

Cancellation

If you cancel the order or any part of it before the event, the amount you must pay in respect of the cancelled items is a proportion of the full estimated charges according to when you cancel, as follows:

- *more than six weeks before: you pay nothing – we return in full whatever you may have paid in advance*
- *between six and five weeks before: you pay 50%*
- *between five and four weeks before: you pay 75%*
- *between four and three weeks before: you pay 90%*
- *later than three weeks before the event: you pay the full amount*

Loss, Breakage and other Damage

All losses, breakages and other damages must be paid for in full

Final Payment

The balance of payment for outstanding charges due must be made in full within 30 days of receipt of final invoice