

THE BUSINESS OF SELLING FLOWERS

The Business of Growing Flowers Course Module 5 Managing customers and suppliers Lesson 1 Wedding and events Terms and conditions checklist

Go through your website, standard emails, any questionnaires, quote formats and specific terms and conditions that you send out in relation to wedding and event bookings:

1. Are all of the following items clearly covered?
2. When does the customer find out about them?

Some items need to be clearly spelt out in your quote, for others, you might be able to point them to info on your website. This is up to you, so long as you make it clear where they can find out what they need to know. Check carefully for any contradictory info. Add any others that you think are important to you.

- **What is included in the quote - and what isn't -**
 - specific varieties of flowers
 - Colours
 - ribbons, buttonhole finishes etc
 - quantities of each item
- **Payment terms -**
 - any advance payment to secure the date (is this refundable and up to what date?)
 - when will the full amount be due, how will they know and how must they pay?
- **What changes can be made to the overall quote?** Up till how close to the event?
What is reasonable?
- **Who will supply vessels and who will they belong to after the event?**
 - If they are yours, how will they get back to you? Any deposits for vessels etc - refundable on their safe return/ What if there is damage or loss of any of them?
 - If customer is supplying vessels, are there any terms relating to their condition and delivery/ collection?
- **Delivery or collection details -** who, when, where, any costs.
- **Set-up -** who, when, where, any costs
- **Any other on-costs**
- **Cancellation terms -** when can either party cancel and what are the implications (especially financial)?