



Dear Valued Customer,

Thank you for choosing Wedding Flowers By Helena to be a part of your love story! Below is outlined a couple of things to remember with our services.

Terms of Service & Privacy Policy

- Any personal information we collect will only ever be used by us. We will not disclose any of your personal information to anyone other than Wedding Flowers By Helena staff without your prior consent.
- While we take extra care to provide you with the best quality flowers at the best price, we cannot guarantee exact matches of colours and flowers. Flowers are natural beauties and no two are the same!
- Some flowers are seasonal. We will bend over backwards and jump through hoops for you to get the flowers that you want, but sometimes even we cannot make them grow when we want them! But rest assured that we will use a close substitute if necessary, and they will still look amazing!
- Quotes are valid for 7 days. After this time, prices may vary. Once a 20% deposit is paid those prices are fixed then for your original wedding date.
- 20% deposit is non-refundable.
- In the event of a postponement, we will work with you and do everything we can to be available for your new date. However, prices may vary.
- Cancellations must be received at least 3 months prior to your booked wedding date to be eligible for any reimbursement. Due to the nature of our business, we cannot offer refunds after this time.
- When hiring your decorations from us through our Floral Hire Service, please be as careful as possible to avoid damages. These babies are expensive! You will be responsible to pay for any damage or breakages at full retail value.
- Lastly, we want nothing more than to help you create your dream wedding! We will do everything to your direction, but sometimes wires get crossed in translation. Again, rest assured that we aim to please! We will listen to your heart's desires, (read your mind if we have to!) and will do everything we can to make your dreams come true. Sometimes it may not work out exactly as you wanted, but we will work with you to get it pretty jolly close!

We want you to have the most amazing experience in the lead up and at your wedding. We love going above and beyond for our Brides and Grooms. If you do have any concerns, we are here to help. By engaging our services, you agree to these Terms of Service & Privacy Policy.

We are so excited to get started making your dreams a reality! Thank you for the privilege of being part of your wonderful wedding!

Sincerely, Helena

Helena Cantwell
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