

Booking Terms & Conditions

An essential safety net in case of unforeseen circumstances.



An agreement between:

Company Name/Address: Fuchsia Fairy - : Jacqui Sankey, 748 Woodborough Road, Nottingham NG3 5GJ
jacqui@fuchsiafairy.com 07729229708

Couple's Names/Address:

Wedding Details: *Date:* *Venue:*

Date first item needed:

This document will be sent with your booking paperwork:

Payment of invoices indicates all details below have been read and conditions accepted.

Please take your time to read all details thoroughly.

Booking

- * A non refundable booking fee of £50 is required before going ahead with booking any wedding stationery order into the diary - requesting an invite sample does not guarantee your date will be available if this fee is not received by the date stated.
- * At the time of booking, a schedule for payment dates (attached) will be agreed.
- * Your booking fee will ONLY be deducted from your final daytime stationery balance provided the agreed dates for making payments and submitting of information such as guest lists or place names are met by you.
- * Please be aware that once you have paid your booking fee and booked a time slot for production any changes to the *design* cannot be guaranteed. All work is very time-sensitive therefore the time required for one design may be more or less than time required for another style.

Pricing & Payment

- * Prices quoted without booking can only be guaranteed for 30 days from the date of the quote. Revisions may be necessary after this time.
- * Prices quoted for other items at the time of booking are valid for 3 months from the date quoted.
- * The full balance for invitations and other items (eg Save the Dates) must be 30 days before you need them to be completed.
- * Your wedding ceremony stationery (minus the booking fee deducted in line with the terms above) must be paid in full 30 days before the date of your wedding.
- * At each stage of the booking, no further work will be undertaken until the relevant balance has been settled in full.
- * All orders remain the property of Fuchsia Fairy until paid for in full.
- * In the case of hiring items for your wedding, such as a frame or birdcage, the £50 booking fee is withheld until the items are returned in accordance with the hire agreement.

I strongly advise you allow for 'spare' invites as I cannot guarantee to fit them in at a later date.

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Cancellation Policy

- * Should you wish to cancel at any time, Notice of Cancellation must be given in writing to Fuchsia Fairy, by letter or email. It is your responsibility to ensure that Fuchsia Fairy has received this notice, the date of cancellation being the date Fuchsia Fairy receives the written notice of cancellation, as confirmed by Fuchsia Fairy.
- * In such circumstances, you will be liable to pay Fuchsia Fairy the following sums:-
 1. *Within 14 days of booking*:- No fees payable. A refund of any booking fees paid will be given.
 2. *Notice received more than 12 months prior to the wedding date, providing no other work has begun (eg Save the Dates)*:- Booking fee retained, as paid upon booking. This is non refundable.
 3. *Notice received less than 12 months, but more than 6 months*:-
50% of the Invitations balance due will be payable.
 - 4a. *Notice received less than 6 months, but more than 3 months (invites not yet paid for/sent)* : -
100% of the invitations balance due will be payable. 50% of the Daytime stationery balance due will be payable.
 - 4b. *Notice received less than 6 months, but more than 3 months (invites already paid for/sent)* : -
75% of the final Daytime stationery balance due will be payable.
 5. *Notice received 3 months or less* : -
100% of the final Daytime stationery balance will become payable. 50% of the Thank you cards balance due will become payable
 6. *Notice received after the wedding date (for thank you cards)* : -
100% of this balance due will become payable.
- * The cost of any pre-paid or specially ordered bespoke products cannot be refunded if cancelled.
- * In the case of staff injury, sickness or bereavement resulting in cancellation a full refund will be made.

Timescales

- * A completion date will be confirmed in the diary, and is subject to payment and acceptance of proofs being completed and all details eg guest lists being received on time.
- * Due to time constraints, any *new orders, additions or changes to orders* already placed with *less than 30 days remaining* are subject to acceptance and may also be subject to a **15%** additional 'last minute' surcharge.

Sample invitations

- * I request a small fee of £5 per invitation sample, to be collected unless prior arrangements for postage have been agreed.
- * Your initial sample is not final and binding, if changes are needed all revisions **must** be requested in a traceable way (I recommend you send this by email) and receipt of the email **must** have been acknowledged by me.
- * **Please check the date for finalising your sample.**
Only by keeping to this can I guarantee to complete your order by the date we have agreed between us.
- * Up to 3 samples of other daytime stationery such as place cards, table number cards etc will be prepared later if required.

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Proofs and proof-reading

- * It is **your** responsibility to check and double check the details on your final proof as provided **before** I begin work. If any errors are based on information you have given (such as dates, or spellings of names) reprints (only if possible) will be charged for at full cost, and **will** cause further delay. I will request permission to go ahead with the completed design, and once signed off will use the exact colour, layout and wording as provided in your latest proof. Changes made after this point will be chargeable.
- * I will provide **UP TO 5** revisions of your wording free of charge. All changes and amendments must be requested in writing, as detailed above. Any further changes later required by you will be charged at £5 per edit, per item (eg daytime, evening invites, place cards are different items). If you have information you are awaiting confirmation on, for example the name of a 'plus one', please advise this when submitting information. This may delay completion.

Products

- * All my designs are carefully created by hand. As a result not every item will be identical and all are produced subject to availability of materials.
- * I reserve the right to substitute materials used in card designs with those of the most equivalent or similar quality. Each card is hand finished, therefore there may be very slight variations to each card, including occasional batch shading. I accept no liability whatsoever for any such variations. Every care has been taken to describe and portray cards accurately using current printing technology. I shall use all reasonable methods to ensure that the quality and appearance of the Goods are as seen.

Packaging & Delivery

- * The price quoted assumes each part of your order will be collected from me when the order is complete. Should you need your order to be sent please confirm this with me beforehand.
- * I have extensive experience of packaging orders for being sent out and as such your order will be handled with great care. Please advise within 24 hours of receipt keeping all packaging if there are any damaged or missing items in your order to allow me to act upon it.
- * I will try to advise you if you need specific postage stamps for your designs but please check with the post office before you send due to the postal system.

Other information

- * Please keep all items and packaging out of reach of babies and small children.

icky but important bit over, thank you so much for reading!

Jacqui