



M A T T H E W L A N D E R S
WEDDING TERMS & CONDITIONS

1. **MINIMUM SPEND**

Full-service wedding (Bridal Party/Ceremony/Reception etc)

Monday-Friday Wedding Dates \$5,000 inc GST

Saturday & Sunday \$7,500 inc GST

Public Holiday \$10,000 inc GST

2. **DATE AVAILABILITY**

Dates are booked a maximum of 18 months in advance. If your chosen date is available, you will be offered a consultation. The chosen date remains allocated to you (the client) until the conclusion of the quotation validity.

3. **CONSULTATION**

You (the client) will be offered a consultation with Matthew Landers (the business) at our HQ (Perth, Australia). You must attend a consultation with us in order to obtain a quotation. Should you not be able to attend an in-person consultation, you will be offered a digital meeting (skype etc.). The initial consultation will run for a maximum of 1 hour.

4. **FURTHER CONSULTATION(s)**

-You (the client) will be offered an opportunity to have a pre-wedding meeting with Matthew Landers (the business) in the 12-8 week period prior to the wedding. This is not compulsory. Often, details can be clarified or confirmed by email/phone, however in the event of an in-person meeting, 30 minutes is allocated.

-Site visits and/or further consultations will be charged from \$100 per hour or part thereof.

5. **ADDITIONAL ADMINISTRATION**

Consultation(s) and/or site visit(s) required in addition to points 3-4, will be available from \$100per hour or part thereof. Whilst we acknowledge, understand and respect that a wedding is a very important day for a couple, we discourage excessive email(s) & call(s) to our business in the lead up to your wedding/event. We ask that communication is kept as transparent as possible and that both parties take advantage of the scheduled meeting time(s).

6. **QUOTATION**

A quotation will be sent to you by email, within 21 days of attending a consultation with us. Should we experience delays in providing it to you during this time due to supplier responses, we'll advise accordingly. A maximum of two revisions can be made to your order by email without incurring an administration fee.

7. **QUOTATION VALIDITY**

Quotations are valid for 7 days. We will contact you at the conclusion of the validity period to confirm

if you wish to proceed and/or make any revision(s). Should we have no contact from you (the client) at the conclusion of the validity, we will assume you have forfeited the quotation and rescind effective immediately.

8. **BOOKING**

A booking is only confirmed once a deposit/payment has been received.

9. **PAYMENT**

Deposit/Payment options are listed on the initial quotation (and subsequent revisions). Once the client has advised they wish to proceed, a Tax Invoice is issued for the agreed amount. Once payment is reconciled, the booking is confirmed.

Should any subsequent payment(s) not be made on the due date as per your quotation/payment plan, we reserve the right to cancel your order effective immediately with no refund on any deposit and/or previous monies paid.

10. **FORMS OF PAYMENT**

Payments can be made by EFT, Credit Card or Cash. Some credit card payments may be subject to surcharge, which will be outlined on your quotation and/or invoice(s). Cheques are not accepted.

11. **AMENDMENTS TO WEDDING ORDER**

-By making a deposit or full payment, you are acknowledging that your order will be as listed in its original quantity, scale and format. Reductions are not possible as Matthew Landers (the business) may have forfeited other bookings to accommodate your original order size/scale.

-Any additions to the order must be finalised 30 days prior to the event to guarantee availability.

12. **TRIAL**

Should you wish to conduct a trial of any part of your order, this can be arranged. The cost will be the same as what the individual item is listed on your quotation. This amount is payable prior to the scheduled trial.

13. **REFUSAL OF SERVICE**

Matthew Landers (the business) reserves the right to decline any order. We also reserve the right to choose not to work with third parties such as stylists, planners and venues if we don't feel they're a suitable on-par fit for our work and ethics.

14. **CANCELLATION**

-In the unlikely event of your wedding being cancelled, Matthew Landers (the business) require a minimum of 30 days' notice, in writing (by email).

-If a cancellation is made with more than 30 days' notice, a full refund will be offered -10% of the full order value.

-Cancellations made within 30 days of the Wedding date will result in loss of the complete amount paid.

15. **SET-UP/DELIVERY**

-Times are outlined on a run-sheet given to the client prior to the event. Whilst every endeavour will be made to adhere to this run-sheet, there may be situations out of our control which lead to delays (roadworks, accidents, breakdowns). Should this occur the contact(s) listed will be given any update(s) required.

-Matthew Landers (the business) accepts no responsibility for items provided by a third-party that are not fit for use (unsafe or not suitable to bare weight) and/or not delivered on time, forcing the job to not be executed as planned (e.g. should an arbour hired by the client from a third party not be delivered on-time, forcing the timeline back to the original outcome not achievable). Every effort will always be made to achieve the best possible outcome.

16. **PERMISSIONS**

-The client is responsible for seeking permission for Matthew Landers (the business) to complete the job in the venue(s) outlined as per the agreed quotation. This includes seeking permission to hang/suspend florals and/or décor, naked flames, grass spikes and other foreseeable, potentially damage causing elements of the completed design(s).

-Matthew Landers (the business) accepts no responsibility should elements of the quotation be unable to be carried out due to lack of Occupational Health & Safety at the venue(s) not be met, putting our team members in danger to complete the task.

17. **BOTANICAL/PERISHABLE MATERIALS**

-No varieties of any fresh cut botanical materials can ever be guaranteed. This is due to Natural growing, supply chain rejections, quarantine restrictions, demand and seasonal availability.

-Many fresh flowers sold in Australia are imported from overseas. This meaning there is a long chain in place before Matthew Landers (the business) will receive the stock that has been ordered. The stock may arrive showing fatigue, poor quality, botrytis and a substitute may need to be used.

-Every endeavour will be made to complete the order as listed. Suitable substitutes that we see professionally fit may be used in replacement, should the original stock not be available or unusable.

-Matthew Landers (the business) accepts no liability on behalf of growers, wholesalers, agents (and similar) for not supplying the correct product and/or service. A decision may be made on our behalf by any of the aforementioned to complete the supply for the order as they see professionally fit.

18. **EXCLUSIVITY**

Matthew Landers (the business) reserves the right to be retained as the exclusive Florist to complete the entire job. Exceptions may be décor/hired items which can be negotiated individually. Strictly no other florist, fresh/artificial flower supplier can be engaged in conjunction with us for your wedding.

19. **NATURAL DISASTER**

-In the unlikely event that Matthew Landers (the business) is unable to perform any of its obligations as per your quotation, whether wholly or partly by reason of any cause beyond its control (including but not limited to acts of Nature, time access inaccuracies, inclement weather, site access failure, , civil commotion and/or unrest or riots, civil or military interference including acts of war or terror), Matthew Landers will provide documentation to the client outlining full particulars of such event in which case the obligation was suspended or not met.

-Matthew Landers (the business) shall not be liable for any losses or damages suffered by the client as a result of any delays caused by such events listed above.

20. **HIRED ITEMS**

- The client is responsible for the safety, cleanliness and structural integrity of all hired items.
- We understand normal wear & tear on items can happen from time to time, however any broken items or items showing excessive wear & tear will be charged to replace.
- Hire items must be left in the designated venue for collection. Should the items not be available as arranged, a further collection fee will apply

21. **PUBLIC LIABILITY**

M Landers Group Pty Ltd. holds a \$20 Million Public Liability when working on your wedding within Australia.

22. **ACCEPTANCE**

- By making payment with Matthew Landers (the business), the client (you) understands and accepts these Terms & Conditions.
- Terms and Conditions may be changed or updated periodically by Matthew Landers (the business), however your original Terms & Conditions will be in place and you will be updated of any changes.

23. **DISPUTES**

Any form of feedback or dispute regarding your Wedding will only be entered into within 24 hours of the event. Any communication must be received by email and will be acted upon promptly if required.