

Terms & Conditions

Knot & Ko

It is the responsibility of Knot & Ko to...

- Offer a face-to-face consultation if required.
- Assistance with colour schemes and flower choices, as well as arrangement, construction, style, structure and theme ideas.
- Timely communication either via email or telephone
- Site visit if required (travel fees may apply).
- Construction of flower arrangements as per final floral invoice.
- On the day, delivery, set up and dismantle if required.
- Treating our clients event with utmost priority and respect.

Client Responsibilities

It is the responsibility the client to complete to...

- Ensure payments are paid on time as per agreement.
- Advise on any and all changes that affect the duties of Knot & Ko no later than 3 days before an event.
- The client assumes all responsibility for the condition of the flower order, and other hired and purchased goods, after delivery or pickup.
- The client acknowledges that, unless they have paid for a pack-down service, they are responsible for the clean and prompt return of all hired items to Knot & Ko within three (3) days of their event.
- Agrees to all terms, conditions and policies as outlined below.

Acceptance of Terms and Conditions

- By contracting Knot & Ko, and paying a 20% deposit of the total booking of which 5% of the total booking is a non-refundable booking and administration fee the client hereby unconditionally accepts the terms and conditions listed.
- Terms and Conditions may be changed without notice.

1. Consultations and Payment information

- A 20% deposit is paid to Knot & Ko on consultation to secure the event date. As part of this 20% deposit, 10% is considered a non refundable booking fee. This 10% booking fee is non-refundable under any circumstance. Regrettably, Knot & Ko cannot hold a date without the deposit and booking fee payment.
- Final payment of the balance of the client's invoice is to be received approximately 3 weeks prior to the event date. This due date will be clearly outlined on the invoice.
- Knot & Ko will not order your event flowers or complete any arrangements without final payment. Delay of the final payment, resulting in a late flower order, may result in missing out on your desired flower varieties. Knot & Ko will not be held accountable for disappointment or dissatisfaction due to substitution caused by late payment.
- Flowers will not be delivered unless final payment is made. Failure by the client to make the final due payment as per invoice due date is sufficient cause for Knot & Ko to cancel the event.
- Knot & Ko account details can be found on the top of each invoice. Knot & Ko accept direct deposits via EFT and also accept cash.

2. Exclusivity Policy

- Knot & Ko shall be deemed as the exclusive florist retained by the client for the purpose of providing floral design and flowers at their event unless otherwise agreed too.

3. Hired Items

- The client is responsible for the safety and cleanliness of any items hired from Knot & Ko. This may include but is not limited to, vases, candle holders, glassware and framework for floral installations.
- A cash security deposit for hired items is charged and will be kept by Knot & Ko if items are returned damaged, dirty, or broken.
- It is the responsibility of the client to ensure the safe return of any and all hired items to Knot & Ko. Failure to return items within three (3) days of your event may result in a loss of your bond, and may incur an additional hire fees per day until the items are returned.
- In the event that Knot & Ko hired items have been abandoned at the event venue, and collection by Knot & Ko is now required, additional collection fees apply.
- All hired items must be returned to Knot & Ko washed and clean of candle wax, flower matter and water. Failure to return items cleaned and dry will incur a cleaning fee of \$50 per hour.

4. Installations and Permissions

- It is the responsibility of the client to liaise with their chosen event venues regarding the construction of floral installations and hired items that may cause damage. This includes but is not limited to items such as open flame candles, stakes into the ground (particularly grass) and hanging instalments on existing beams and structures.
- The responsibility remains with the client to seek permission on behalf of Knot & Ko to complete any hanging, suspended or other uncommon floral installations at the event venue. Knot & Ko will not be held responsible or liable for any instances where work cannot be completed due to a lack of permission or lack of safety at the venue.
- Due to WHS - Work Health and Safety Regulations 2012 ACT an independent company may be contracted by Knot & Ko on your behalf to install the floral installations. This could result in an extra fee being charged for the installation and dismantle.

5. Delivery and Set up – “Bump in” – “Bump out”

- Times outlined for setup - bump in”) and pack down - bump out are outlined in the confirmation letter and given as approximates. The client understands that while we endeavour to arrive within the 30 minute to 1 hour window specified; for reasons out of our control these are not always achievable.
- Please note that the delivery time slot allocated is an approximate arrival time only and does not include time to set up the event.
- Knot & Ko is not liable for delivery times that change due to unforeseen circumstances wherein the delivery and setup of all items are completed before start times. For example: a 1pm event start time with a completed bump in time of 12.50pm is more than acceptable.
- In the event that Knot & Ko do not fulfil a bump in before the allocated event start time, a full refund of any missing items will be paid via direct debit within 7 days of receiving the client’s bank account information.

6. Photography

- Knot & Ko retain the right to photograph finished work which may be used in self promotion and advertising and agree to hold off from posting any images to social media until after the wedding ceremony/ event has begun.

7. In the Event of an Emergency (Force Majeure)

- In the event that Knot & Ko is unable to perform any of its obligations whether wholly or partly by reason of any cause beyond its control (including without limitation acts of God, inclement weather, site access failure, time access inaccuracies, civil commotion, unrest or riots, civil or military interference including acts of war or terror), Knot & Ko will provide a written statement to the client outlining full particulars of such force majeure in which case the obligation of the owner under these terms shall, to the extent that they are affected by the force majeure, be suspended during the term of the force majeure. Knot & Ko shall not be liable for any loss or damage suffered by the client as a result of any delays caused by such force majeure events.
- Similarly, the client will not be held responsible, accountable or liable to Knot & Ko for any loss or damage suffered to Knot & Ko hired items or arranged goods as a result of damage or loss caused by such force majeure events.
- Knot & Ko reserve the right to cancel any event if at any time they feel that the obligations cannot be met.
- In the event that Knot & Ko are unable to complete their responsibilities or in the event of isolated disasters such as damage to the Knot & Ko studio, vehicle or staff; liability is limited to a full refund of all monies paid to Knot & Ko.
- In the event that the Knot & Ko are unable to complete their responsibilities for the event, every effort will be made for Knot & Ko to source and introduce a replacement florist. The client is under no obligation to move forward with a replacement florist suggested by Knot & Ko.

8. Cancellation and Refund Policy

- In the unfortunate event that your wedding is cancelled, Knot & Ko require a minimum of 30 days notice from the client. All cancellations are to be made in writing from the client to Knot & Ko via email.
- Knot & Ko have a cancellation fee of \$500 which may or may not be instated under the circumstances of the cancellation.
- On cancellation of your event; the client will receive a refund of the balance of monies paid, less the non-refundable 10% booking fee amount, less the cancelation fee of \$500 if applicable, less any non-perishable items purchased on behalf of the client for their event (such as vases, ribbons and other non perishable items). Additionally, a fee of \$70 per hour for time incurred in meetings, mock-ups, emails, planning and sourcing made by Knot & Ko for the event will be applied. These additional costs are considered liquidated damages to Knot & Ko in the event of a terminated event by the client within 30 days of their event.
- Strictly no refunds are extended to the client on orders cancelled within 30 days of the event.
- There are no refunds for cancellations of individual items / selections within 30 days of the event. Flowers for those items will be utilised to upgrade the arrangements going ahead.

For further information or to query any of our terms, please contact us via email: hello@knotandko.com