



Section 1: Terms and Conditions

These are the terms and conditions for your funeral flower booking with Solace Flowers (SF).

Please read through the contract carefully to ensure all details, dates, times, and delivery addresses are correct.

This is contractual agreement; failure to provide us with the correct details may incur costs.

1. Payment terms:

- Payment must be made within 3 days of the order being placed. Failure to make payment within this time could result in the order not being fulfilled.
- Payment can be made via Bank transfer or over the phone. All orders must be paid for in full to Hibiscus Floral Design (the sister company of Solace). If you are unable to pay via bank transfer or over the phone and would prefer to pay via cheque these must be made payable to Hibiscus Floral Design.

2. Order fulfilment terms:

We have a fantastic relationship with our suppliers and will always strive to obtain the specific flowers/varieties in this contract. As this is a fresh product however, we reserve the right to substitute items if needed. This could happen for the following reasons:

- a) the product is not up to quality at the time of purchasing
- b) there was a problem with the supply of that specific item.

Should this occur SF will substitute the next best item and will contact you if required before the funeral. If there is a restriction in availability due to COVID -19 we will source the best alternative varieties to fulfil your funeral order.

3. Cancellation:

Notice of cancellation of either part of or the whole booking must be given in writing to SF within 36 hours notice or full balance will be retained. Any costs incurred before this time will be charged.



4. Postponement:

For families who have to postpone the funeral date due to circumstances beyond their control, we are committed to working with you.

Once your full balance has been paid this will become non-refundable under all circumstances.

5. Imagery:

SF reserves the right to use any floral photography for promotional purposes.

We will only share these after the funeral has taken place. Should you not wish for images to be used for this purpose please email SF enquiries@solaceflowers.co.uk to confirm this in writing.

We are happy to email images to friend and family who cannot attend.

6. Flower disposal:

Where possible and depending on your tribute choices, we encourage all removable fresh flowers at the end of the service to be given to guests. Any items on free loan to you such as baskets or the wood from our Eco 'gifting sprays' must be left with the Funeral Director – we will arrange the collection of these items.

Thank you for your booking. Please do not hesitate to contact us if you would like clarification on any of the above terms before making any payment.



Section 2: Privacy

Please read the privacy policy below

SF take GDPR law seriously and are committed to protecting your personal information and your right to privacy:

- We treat all personal information provided as confidential, keep it secure and will only use it to fulfil our services to you in compliance with UK Data protection and consumer legislation.
- The personal data we collect includes your first and last name, email address, postal address and phone number. All personal information that you provide must be true, complete, and accurate, and you must notify us of any changes to such personal information.
- We process your information for purposes based on legitimate business interests, the fulfilment of our contract with you, compliance with our legal obligations, and/or your consent.
- Testimonials provided will be used for promotional activities on our site, social media platforms etc. These activities may contain personal information i.e your first name/funeral date. Consent on the GDPR policy is assumed on payment and that you agree to us posting a testimonial or using any images. Should this not be the case please email enquiries@solaceflowers.co.uk to notify us.
- Your personal data will be stored until SF has fulfilled the funeral flower contract and paperwork will be destroyed.
- We will only use your information if we need to contact you about a floral booking. We will not pass your information to any third party.
- If you wish to access the information we hold about you or request removal, please contact us in writing or by email and we will action within 14 days.

If you have any questions or concerns about our policy, or our practices with regards to your personal information, please contact us at enquiries@solaceflowers.co.uk
