

# Rooted Floral Company

## Wedding & Event Policies and Contract

Thank you for choosing Rooted Floral Company for your floral needs! Please look through our policies and sign at the bottom to indicate that you've read and agree to our contract. If you have any questions or concerns, please feel free to call or text us at 989.708.8123 or email us at [hello@rootedfloral.com](mailto:hello@rootedfloral.com).

Scheduling a Consultation: Once you've decided on your wedding/event date, please [contact us](#) to inquire about whether we are available. We will schedule one free consultation via Zoom, over the phone, through email, or in-person at your favorite coffee shop. Please bring along any ideas, budgets, photos, or Pinterest boards to show us so we can have the best understanding of your vision.

Consultation Breakdown: We'll email you an itemized breakdown of costs within two weeks after your consultation has taken place. Your breakdown will include all the information you've provided concerning your wedding/event as well as an estimated total.

Booking: Once you've decided that you would like to book our services, we require a non-refundable \$50.00 retainer fee to be paid as soon as possible. This retainer fee will go towards the total cost of your flowers. Once you have paid your retainer fee, your date is reserved in our calendar.

Payment: We require your balance to be paid in full no later than four weeks before your reserved date.

We accept payment by cash, Venmo (@rootedfloralco), and check. If you'd like to pay by check, please write it to Rooted Floral Company and mail it to 845 Edna St SE, Grand Rapids, MI 49507.

Changes to your Order: If at any time you need to make changes to your order, let us know as soon as possible. Any changes that are made within four weeks of your reserved date cannot be guaranteed.

Delivery and Setup: We provide delivery and set up for all venue sites if you so desire. Our delivery fees start at \$10.00 and our set up fees begin at \$150.00. We review these fees on a case-by-case basis.

Canceling Our Services: If you need to cancel our services for any reason and have made any payments to us, we will refund all payments you have made up until four

weeks before your reserved date except for your \$50.00 retainer fee. If you cancel after four weeks before your reserved date, all payments are non-refundable.

Communication: You can contact us anytime by phone 989.708.8123 or by email at [hello@rootedfloral.com](mailto:hello@rootedfloral.com). Please do not hesitate to communicate if you have any questions or concerns.

Disclosures: We guarantee to provide the very best services possible. We do our best to source our flowers locally, from farms in West Michigan. Please remember that flowers are part of nature and can't be guaranteed to be perfect.



*I have read and understand the Rooted Floral Company Wedding & Event Policies outlined above. I understand that this is a binding contract and am fully aware of every aspect of Rooted Floral Company's services including booking my wedding/event, making changes to my order, how to make payments, all fees, cancelation of services, and disclosures.*

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name