



W E D D I N G C O N S U L T A T I O N S

Thank you for booking a wedding consultation for your wedding flowers and venue decoration at Floral Explosion. Here's a few details to help you make the most of your time with us.

ADDRESS:

Floral Explosion
9 Station Road
Longfield
Kent
DA3 7QD

PARKING:

There is limited parking at the front and rear of our shop, you are welcome to park on our forecourt or you can use the Waitrose car park.

WHAT HAPPENS AT YOUR CONSULTATION?

You will meet with Becky or Nicola our Wedding Designers – who will ask you about your colour themes and ideas so far – and then offer you ideas, advice and designs to suit your venue, budget and style. Our aim is to provide ideas that are cost effective, well designed, high quality and streamlined through out the venue to ensure on the day everything is perfect! Your consultation will normally last up to one hour.

Detailed itemised quotes will follow by email within a week of your appointment. Sometimes we also send guide photos to help illustrate designs and ideas.

It is helpful to share with us your ideal budget figure at your consultation so we can help guide you to stay within your budget and keep you on track. Please note our quotes are not negotiable, but we will always offer ideas to help keep a lid on costs.

RESERVING YOUR WEDDING DATE:

If you know that you would like to use our services, then we recommend booking us as soon as possible as we are in high demand. All that we require to secure your date is £150 deposit and completion of our booking form. We understand not everyone wants to book without meeting with us, so we will pencil your date into the diary at the time of booking your consultation and we will contact you if we get any other enquiries for your date to give you first refusal. We then ask you to let us know if you require the date or not within 7 days of receiving your quote. If we do not hear from you within this time frame the date is released to other couples who have expressed an interest in your date – however if you need more time just let us know and we can reserve for longer. We have to operate this system as we only take one wedding a day so get booked up a good year in advance. If you do not reply to our emails we will release the date. Please check your junk box for emails.

WHAT TO BRING TO YOUR APPOINTMENT:

It would be really helpful if you could please bring to your appointment any pics of flowers you have seen that you like along with any pics to illustrate your colour scheme. Photos of the bridal dress and bridesmaid's dresses are also very helpful. If you have a budget you would like to work to please share this with your wedding designer who can then help steer you in the right direction.

Pinterest is a great source of photos and ideas – but please bear in mind Pinterest is American and very often the flowers they use are not available on the UK – and American budgets tend to be quite large! You will find more realistic and seasonal ideas on Floral Explosions website, facebook and Instagram pages.

BOOKING FLORAL EXPLOSION AT YOUR CONSULTATION:

If you have decided that you would like to book Floral Explosion for your wedding date at your consultation this is no problem. We will need a £150 deposit and ask you to complete a booking form.

CANCELLING YOUR APPOINTMENT:

If you wish to cancel your consultation please can we have 48 hours notice. We operate a waiting list for consultations so rather than an appointment being wasted please let us know so we can offer other brides the opportunity to move up the waiting list. If you need to cancel your appointment we will add you to the bottom of the waiting list and offer you future dates. Our waiting list is currently about 4 weeks.

Please also be aware that our Wedding Designers often travel a long distance to meet with couples, so as much notice as possible is appreciated to save a wasted journey.

FACEBOOK NOTIFICATIONS:

Please follow Floral Explosion on Facebook to view our work – from time to time we post messages to all our brides to keep you up to date with special offers, new products and to let you know when our office is closed due to big weddings or exceptionally busy periods that need the need the entire wedding team on board.

COMMUNICATION:

We are not in the office every day as we are out on weddings and flower buying at early and late hours. If you do not receive an instant reply please be assured that your email will be replied to when we are back in the office. The best way to communicate with us is by email – we think its helpful to have an email trail so we can all look back at email history and keep details in writing for reference. You are of course welcome to phone us at our shop between 9 – 5.30pm.

We do not encourage social media communication, as these platforms are not 100% reliable. Thank you.

We look forward to helping you.

