

The Twiggery Flower Farm

Terms and Conditions

Use of the Website

This website is operated by The Twiggery. Throughout the site, the terms “we”, “us” and “our” refer to The Twiggery. The term “site” means the website located at www.thetwiggery.co.uk. The Twiggery offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

By visiting our site/Website/making contact or ordering from us, you engage in our “service” and agree to be bound by the following Terms and Conditions. These Terms and Conditions apply to all users of the site, including without limitation users who are browsers, customers, merchants, and/or contributors of content.

Please read these Terms and Conditions carefully before accessing or using our Website. By accessing or using any part of the site, you agree to be bound by these Terms and Conditions. If you do not agree to all the terms and conditions of this agreement, you should not access this website or use any of our services.

Our Right to change and modify Terms

We reserve the right to update, change, replace or withdraw temporary or permanently, this website or any part of it without notice to you and you confirm that we shall not be liable to you or any third party for any modification to or withdrawal of the Website, and/or change of the Terms and Conditions, and your continued use of the Website or any part of it following such change shall be deemed to be your acceptance of such changes. It is your responsibility to check this page periodically for changes. If you do not agree to any change to the Terms and Conditions then you must stop using this Website.

You are provided with access to this Website in accordance with these Terms and Conditions and any orders placed by you must be placed in accordance to these Terms and Conditions. You agree that the Personal Information you provide as a customer is true, accurate, current and complete in all respects. You will notify us of any changes to the Personal Information by email or phone to the contact details below.

Personal Information

We collect Personal Information from you when you order with us or make contact with us. We use information to enable us to process your order and to make contact with you regarding your order, inform you of any delays, problems and to send you special offers and promotions. The Personal Information we collect is, Your name, address, email address for order confirmation and contact, phone number if we need to speak to you regarding your order or enquiry, payment details (payment details are only taken when an order has been processed - we do not keep payment details on file after an order has been fulfilled and collected).

The Personal Information we collect from you is purely for our use, we will never pass your details on to a third party for marketing purposes without your permission. Our data records are part of our business. If you have any questions or to see what information we have about you, your personal data, to correct and inaccuracies, our Terms and Condition or privacy policy, please contact us on the contact details below.

Ownership of intellectual property, copyrights and logos

The Website and all materials therein or transferred thereby, including, without limitation, software, images, text, graphics, logos, patents, trademarks, service marks, copyrights, photographs, audio, videos, music and all Intellectual Property Rights related thereto, are the exclusive property of The Twiggery. Except as explicitly provided herein, nothing in these Terms shall be deemed to create a licence in or under any such Intellectual Property Rights, and you agree not to sell, licence, rent, modify, distribute, copy, reproduce, transmit, publicly display, publicly perform, publish, adapt, edit or create derivative works thereof.

Indemnification

You agree to indemnify and hold “The Twiggery” harmless from any demands, loss, liability, claims or expenses (including attorneys’ fees), made against them by any third party due to, or arising out of, or in connection with your use of the Website or any services offered on the Website.

Compliance with laws

The Website may be used only for lawful purposes and in a lawful manner. You agree to comply with all applicable laws, statues and regulations regarding the Website and any transactions conducted on or through the Website.

Limitation of liability

To the maximum extent permitted by applicable law, in no event shall “The Twiggery”, be liable for any indirect, punitive, incidental, special, consequential or exemplary damages, including without limitation, damages for loss of profits, goodwill, use, data or other intangible losses, arising out of or relating to the use of, or inability to use, the service.

To the maximum extent permitted by applicable law, “The Twiggery” assumes no liability or responsibility for any ① errors, mistakes, or inaccuracies of content; (ii) personal injury or property damage, of any nature whatsoever, resulting from your access to or use of our service; and (iii) any unauthorised access to or use of our secure servers and/or any and all personal information stored therein.

Booking Flowers with us

Full payment is required to secure the flowers or services of The Twiggery for your booking, wholesale order/wedding or event date. You are responsible for checking the day, month and year of your booking and that they are correct.

We are unable to hold any date or make a booking until payment has been made and received by us.

Making a change to booking/order

If you wish to make a change to your booking/order we are more than happy to make any alterations but would require full payment for any changes before we could agree to the alteration. We are unable to make any changes to your order 14 days before the booking/event date.

Cancelling an order

If you wish to cancel an order we will require written confirmation 14 days before the event/collection date for flowers for a full refund. If it’s within 14 days of the event/collection date The Twiggery will retain 50% of the original booking price of the flowers.

Collection, and or delivery of Flowers

If you have any queries regarding the condition of the flowers, these need to be raised with The Twiggery at the time of collection or delivery. We are unable to rectify any queries once the flowers have been accepted by you. We do not currently offer a delivery service. Flowers will be available for collection only from us.

Condition of flowers

We cut your flowers in the coolest part of the day and condition your flowers as close to your chosen date/order/event day as possible, this is to ensure that your flowers are as fresh as possible. If you require your flowers earlier than we agree acceptable for the best condition of your flowers, we are unable to guarantee the condition of your flowers on your chosen date/order/event day.

Can I choose a specific flower type

This may be something we can offer but this all depends on whats in season on your chosen date. All buckets are mixed and to growers choice, as to whats in season and are all dependent on the weather. We can not guarantee a specific flower and we reserve the right to use a substitution that we deem suitable.

Do you offer help on site or at the venue

We only grow and supply the flowers. If you require help with placement or setting up, we would advise that you speak to the site or venue you are using. They may offer this service.

What happens if something goes wrong with the flowers

We pride ourselves in offering quality flowers. However there maybe an incidence out of our control, for example, adverse weather or insect attack. Please be assured that we have access to other British Growers and suppliers of British Flowers should the worse happen.

For each bucket of flowers we charge £5.00 for the bucket which is payable by you when you order your flowers. If you do not wish to pay this charge, you will need to bring your own buckets with you when you collect your flowers. We are however happy to refund you for any buckets charged for that are returned to us after the event. Please make sure you contact us before you return any to us.

Please note that some flowers and plants may be harmful or poisonous

In particular, Foxgloves which are poisonous and toxic if eaten, Lilies which can be extremely toxic to cats and Agrostemma Corn Cockle is toxic to Chickens and can cause loss of ewes in Sheep. Please do not eat and avoid contact with children and animals. For a full list of other possible flowers that maybe toxic or poisonous, please see <http://www.rhs.org.uk>

Payments

We accept cash, bacs or paypal payments for our flowers. We do not currently offer card payments or cheque payments.

Contact

The Twiggery Flower Farm, Waterside Lodge, Carter Street, Fordham, Ely, CB7 5NG

info@thetwiggery.co.uk

07889 092719

Monday to Friday, 9am - 4pm

Terms and Conditions - dated 12th March 2025