

Terms and Conditions – Sierlust

At Sierlust, we believe flowers are more than just decoration — they add beauty, atmosphere, and meaning to your special day. Our work is driven by the desire to make everything more beautiful, with attention to detail and a sense of purpose. At the same time, we stand for clear and respectful agreements, because good collaboration is built on clarity and trust, for both parties.

Below you'll find the terms under which we work together. Do you have questions or want to discuss something with us? We are happy to help via info@sierlust.nl or +31 0657317152.

Sierlust

Veldstukken 3

9463ME Eext

Phone: +31 0657317152

Email: info@sierlust.nl

1. Reserving your date

1.1 Due to the necessary preparation time and limited availability, all wedding and event consultations are by appointment only, and weddings/events can only be booked after a consultation. The first consultation is free of charge. Quotes provided after the consultation are valid for 14 days; after this period, the date becomes available to other couples again.

1.2 We work by appointment, giving full attention to your wishes. Want to secure your date with us? We require a 30% deposit of the total amount, and by paying this, you agree to these terms and conditions. Once this is arranged, your date is officially reserved.

1.3 Once your date is confirmed and the deposit is paid, the order value cannot be reduced by more than 10%. Expanding the order is possible, provided our capacity allows.

1.4 The deposit will, of course, be deducted from the final invoice. Payments can easily be made via bank transfer.

2. Payment

2.1 Full payment must be received no later than one week before your wedding or event. This ensures everything is arranged perfectly and on time.

3. Cancellation

Sometimes plans change. We understand, but as we undertake a lot of preparation, cancellation fees apply:

- 8 months or more in advance → we keep the deposit, no further charges.
- Between 8 months and 1 month in advance → deposit plus 30% of the total amount.
- Less than 1 month in advance → 100% of the total amount.

4. Mileage and parking costs

4.1 We charge a mileage fee of €0.30 per kilometer driven, calculated from Veldstukken 3, Eext.

4.2 If parking fees apply at the location, these are at your expense.

5. Rented materials and evening pickup

5.1 All rented materials, such as vases and other decor items, remain the property of Sierlust unless otherwise stated. You are responsible for these items until we receive them back in good condition. Loss or damage will be charged at replacement value.

5.2 Do materials need to be picked up between 10:00 PM and 6:00 AM? We charge an evening/night surcharge of €100 for this. We will, of course, coordinate this with you in advance.

6. Liability

6.1 Be cautious with candles and open flames! Once we have set up the decor, responsibility lies with you.

6.2 Sierlust is not responsible for damage or loss caused by force majeure (for example, extreme weather, traffic problems, technical failures). We will always do our utmost to keep things running smoothly.

6.3 After delivery, floral arrangements such as bridal bouquets and other flower pieces become your responsibility.

6.4 Sierlust cannot be held liable for wilting or damage to floral pieces due to extreme weather conditions such as heat, cold, wind, or rain. Flowers are perishable, and harsh conditions can accelerate this process. We recommend placing flowers in a shaded area during high temperatures.

6.5 Some flowers may cause allergies. Please be mindful of this and use them carefully. We cannot accept liability for allergic reactions.

7. Delivery and schedule

7.1 We kindly ask to receive the schedule for when flowers are expected at least 1 month before the event. This allows us to prepare perfectly and deliver on time.

7.2 We ensure everything is ready at the agreed time. If unexpected delays occur, we will notify you immediately.

8. Not satisfied?

8.1 We want you to be happy with our work. Are you dissatisfied with anything? Please let us know via:

Email: info@sierlust.nl

Phone: +31 0657317152

We are happy to work with you to find a solution.

9. Use of images

9.1 At Sierlust, we are proud of our work and love to share the magic of your day — always with care and respect. By agreeing to our terms, you give Sierlust permission to use photos and/or videos where you or your guests are recognizable and where our floral work is visible, for our website, social media, print materials, advertisements, or portfolio.

No separate compensation is due for this permission, and it applies indefinitely. If you prefer certain images not to be shared, please inform us in writing beforehand. We will respect your wishes.

Please note: photos where no faces are recognizable, such as close-up shots of floral work, may always be used by Sierlust, even if you do not give permission for the use of recognizable images.

10. Sharing of vendor information

10.1 We love collaborating with other wedding vendors. Therefore, we kindly ask you to share the names of your other vendors with us through our questionnaire (such as jeweler, makeup artist, bridal boutique, and others). This allows us to mention them in our social media posts and together tell an even more beautiful story.