



TERMS & CONDITIONS

Last updated: October 2025

Thank you for choosing Brand Blossom. My goal is to help your business bloom through creative and supportive services. To keep things clear and smooth for both of us, please take a moment to read through these terms.

1. Services Offered

Brand Blossom provides:

- Social media management & content creation
- Wix website design, edits & builds
- Visual merchandising (product display, scheme planning & implementation, training/workshops)
- Branding support (logos, marketing materials like flyers)

All services are tailored to your unique needs.

2. Pricing & Payment

Flexible / One-off Work, Consultancy & Website Projects:

- A deposit is required to secure bookings.
- The remaining balance is invoiced at the end of that block of work.
- By paying the invoice, you agree for work to commence immediately. Once work has started, the deposit is unfortunately non-refundable, as my time has been specifically allocated for your project.

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Workshops or Event Tickets:

- Full payment is required upfront to secure your slot.
- Cancellations require at least 48 hours' notice; otherwise tickets are non-refundable.

Monthly Retainer Packages (e.g., social media management):

- Payment is due at the start of the month; work will not begin until payment is received.
- Once the month has started, fees are non-refundable.
- Cancellation for the following month requires 7 days' notice. Any unused hours or work not carried out due to client delays or lack of approvals do not carry over to the next month.

Visual Merchandising Projects:

- Projects are quoted in stages:
 - a. Initial audit/visit (fact-finding, observation, discussion)
 - b. Design & planning (concept, scheme proposal, training prep)
 - c. Implementation/installation (hands-on setup, staff training)
- Each stage is scoped and agreed separately. Installation is only quoted once a design has been confirmed and approved.

Additional Charges May Apply:

- Mileage for in-person visits outside a 20-mile radius from Nailsworth
- Props or materials required for displays
- Additional time if the job becomes more complex than originally scoped
- Admin time required if repeated chasing is needed due to lack of client responses

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3. Revisions

Revisions included will be clearly outlined in your work proposal or package. Extra revisions beyond the agreed scope may be charged separately.

4. Cancellations & Rescheduling

- Workshops, events, and in-person visits (e.g., VM consultancy): 48 hours' notice required, otherwise payments are non-refundable.
- One-off projects and website builds with a paid deposit: once work has started, deposit is non-refundable.
- Monthly retainer packages: cancellation for the following month requires 7 days' notice. Work not completed due to client delays or lack of approvals does not carry over.

Client-initiated cancellations:

- By paying the invoice, you agree for work to commence immediately. If work has already started, the deposit is non-refundable, as my time has been specifically allocated for your project.

Brand Blossom-initiated cancellations or delays:

- If, in the unlikely event, I need to cancel a scheduled session or allocated time due to unforeseen circumstances on my end (e.g., illness, emergencies), I will always try to reschedule the session or, if that is not possible, refund the deposit.
- For ongoing projects where work has started but may be delayed due to unforeseen circumstances on my end, I will always aim to communicate promptly and offer solutions, which may include cost reductions or partial refunds. Any work already completed will still need to be paid for.
- Thank you for your understanding – I strive to be as accommodating as possible while ensuring fair treatment for both parties.

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5. Working Hours & Communication

- Normal working hours: Monday-Friday, 9am-5pm.
- Evening, weekend, anti-social hours (11pm-6am), and Bank Holidays may incur additional charges.
- Requests or messages outside normal hours may result in a slightly longer response time.

6. Client Responsibilities & Content Limitations

- Clients must provide content, information, approvals, or access by agreed deadlines. Delays may impact timelines or prevent work from being carried out.
- If repeated chasing or additional admin time is required due to client delays, this may be charged separately or reduce the scope of work delivered.

Content & Platform Limitations:

- VM outcomes (e.g., sales, footfall) are not guaranteed.
- Social media performance (followers, engagement) cannot be guaranteed.
- Paid ads will only be placed with explicit client agreement.
- For websites, clients are responsible for domain registration, hosting, and Wix/platform subscription fees.

7. Confidentiality & Data

- All information shared with me will be treated as confidential and handled in line with the Data Protection Act.
- Any login details or personal information provided will be stored securely. You're not required to share login access, though this may limit the scope of work.
- I can't be held responsible for data breaches, loss of access, or security issues arising from third-party platforms or shared access. I recommend using a secure password manager where possible.

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8. Intellectual Property

- All original content, visuals, strategies, or concepts created by Brand Blossom remain my intellectual property until full payment has been made.
- Once paid, deliverables may be used for your business, but not resold or reproduced without written permission.

9. Use of Work for Portfolio & Promotion

- I reserve the right to use images, screenshots, or descriptions of completed work for promotional purposes unless explicitly requested otherwise in writing.
- Sensitive information will be kept confidential unless agreed otherwise.

10. Legal Compliance

While I provide creative and technical support, it's the client's responsibility to ensure their business and content comply with all relevant laws and platform rules. This includes:

- Data protection & privacy: You're responsible for ensuring your website meets GDPR requirements and includes your own privacy policy and cookie notice.
- Copywriting: I don't write or edit legal or compliance wording – any required policies or statements must be provided by you.
- Branding & trademarks: I can't guarantee that any names or logos I design are free from existing trademarks or copyrights – please check this before use.
- Trading & platform rules: Clients must follow all relevant trading standards, retail laws, and platform terms (e.g. Meta, Etsy, Wix).
- Health & safety: When visiting your premises, it's your responsibility to have appropriate health and safety measures in place. While I work safely and professionally, I cannot accept liability for accidents, damage, or issues arising from a client's premises, fixtures, or ongoing operations.

I can't accept responsibility for compliance issues or penalties – please seek professional advice if needed.

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11. Terms Acceptance

By engaging Brand Blossom for any services, whether through booking a session, paying a deposit, or confirming a proposal, the client acknowledges and agrees to these Terms & Conditions.

If you have any questions about these terms, I'm always happy to chat and clarify. Thank you for choosing Brand Blossom - I'm excited to support your business!