

Booking Procedures for Atelier by Haute Haus Weddings 2019



Please Read Carefully

1. LEARN ABOUT OUR SERVICES: Flowers / Lighting / Draping / Décor Rentals

Explore each of our photo galleries on our website www.HauteHausFloral.com and on our Instagram Page at www.instagram.com/hautehauseventsandfloral/ to become familiar with our quality and style. Take note of any photos you would like to discuss. If there is something specific you are looking for, please let us know and we can send you photos since it is impossible to have all our previous work catalogued on the website.

Couples that contract Haute Haus Luxury Events & Fine Floral for their floral needs become eligible for our other services (Lighting, Draping & Décor Rentals).

DRAPING – In addition to numerous colors of full wall draping (pipe and drape), we also offer other fabric treatments. From fabric draped arches, Mandaps and Chuppahs to fabric ceiling treatments, your imagination is the only limit.

LIGHTING – Our lighting consists of LED up lighting (used to color wash walls or other structures), Gobo's (A design that is projected on a dance floor or wall, usually a couples Initials), and pinspot lights (These are directional clear beams that are typically used to illuminate the cake or centerpieces). To protect the quality of the room's lighting design, we ask that you inform the DJ that any of their lighting be restricted only to the dance floor (such as rotating lights, strobe or laser) so that it does not wash out the color schemes and subtle lighting effects that will be illuminating the décor. It is also suggested to make sure the DJ keeps his speakers stage level, trusses and tripod stands fabric covered, otherwise they will be visually dominant in every picture that is taken.

RENTAL ITEMS – We carry a vast number of rental items in our inventory that is one of a kind and specific to Haute Haus. These items include: Wedding structures (Chuppahs, Mandaps, Arches), One of a kind containers, Candelabras, Candleholders, Luminaria, Epergnes, Lanterns, Large Staging Décor, Chandeliers, Vases, and Linens.

DIY FLOWERS – To maintain Haute Haus's quality, brand and style, we ask that no flowers or floral related decorations from outside sources be used. This includes self-decorated tables and ceremony sites with fresh or artificial flowers that could be interpreted as having been provided by Haute Haus. It is also suggested to contact your caterer to see if they need any buffet arrangements to provide a cohesive environment.

ACCEPTABLE DIY DÉCOR – Party Favors, candles, printed material, table numbers, personal items, and rental company items (tables, chairs, linens, chair ties, etc.) are allowed and even encouraged, although Haute Haus does not place them. (that would be an additional fee)

2. **DEVELOPING A BUDGET** – Once you contact us, we will send you a link for a form to fill out that goes over in detail all the items you are needing for your big day. Once we receive it, we will email you our general pricing so you can get a ballpark cost before you contract us. These prices are the same we quote in the consultation. We will always work within your budget and we provide our services for any size event.

3. **RESERVING YOUR DATE WITH A \$300.00 DEPOSIT & SCHEDULING A FORMAL MEETING**

Spending too much time discussing a wedding and all the details with an unreserved date can result in losing the date. Anyone can easily call or email us reserving the date with a minimal retainer and the date will no longer be available. We cannot hold the dates without a deposit.

For this reason, detailed planning, quotes and written proposals are provided at scheduled meetings once your date has been reserved with a minimal \$300.00 retainer. This assures your time would not be wasted if someone else were to call and reserve the same date while you were still in discussions with Haute Haus.

Remember we provide a ballpark quote so you can see what you are spending in advance and avoid risking your date by going through the long process of getting a detailed quote. All proposals are drafted within your given budget and may be changed 30 days prior to the wedding date.

The single most important thing is to familiarize yourself with our work and fill out our questionnaire with all the proper information, this will give you an accurate ballpark cost. Then, once you find out if we are available for your date, you will need to reserve your date at your earliest convenience with a retainer of \$300.00. The pressure will be off knowing that your date is secured, and you can plan your wedding with us at your convenience. Please contact us to place your deposit.

Your retainer is not refundable. Once your date is reserved, other inquiries for your date will be turned away. Your retainer will be applied to your final balance.

You may pay your retainer via check or credit card; however, it is quicker to reserve with a credit card. Balances must be paid by check or credit card no later than 30 days before the event.

4. **PREPARING FOR YOUR PERSONAL APPOINTMENT**

Planning meetings are fun and inspiring these are typically done at the venue or online. Depending on the size of your wedding, meetings usually take 1 ½ - 2 Hours. Be sure to bring PRINTED OUT PHOTOS that we can keep (and write on), color samples, fabric swatches and anything else you would like us to see. Be prepared to leave the samples and discuss budgets and flowers preferences.

While we can do the meeting online we prefer to meet at the venue that way I can walk the property with you and you can get a better visual for layout, height, and colors that will work in the space, once that is done we will find a quiet spot and go over the details and selections. If

the venue is not available and you would still like to meet in person we can meet at a location of your choice.

5. **ONLINE MEETINGS AND CONFERENCES**

Online meetings and conferences are just as productive as personal appointments. Contact us and we can arrange a convenient time to meet with you via conference call. You can prepare by emailing us 3 to 4 specific photos you wish to discuss in advance. Please do not send links to other websites, blogs or Pinterest, as we cannot tell which images you are referring to. Online and conference call planning sessions usually take about an hour, depending upon the wedding.

6. **YOUR PROPOSAL**

After your planning session, you will be given a tentative proposal. It is your responsibility to read the proposal carefully and make sure everything has been addressed and is correct. Please submit your changes at your earliest convenience so we can send you a revised copy in a timely manner. All major changes need to be made 30 days prior to the wedding date.

Haute Haus does not provide samples or mock-ups. We will however be more than happy to send you a sketch and photo examples. There are plenty of images on our website to attest to our style and quality. A sample or mock up is not a guarantee that the same flowers will be available on your actual wedding date. Your proposal will clearly outline all the designs, including colors and flower preferences in detail.

7. **DAY OF TIMELINE: Delivery / Setup Schedules**

Personal Flowers will be delivered at a prearranged time to the bridal room, resort or other location. Please indicate "Preferred" time (Example: By 3:00). We do not guarantee delivery at exactly a specific time. Be sure to indicate your room number or location and the name and best phone number for a point of contact. When indicating your time please build in a 30-minute window either way.

Wedding Coordinator's Timelines - If you or your coordinator has made changes to important information that pertains to Haute Haus, send it directly to us so we can put it in your proposal. Please ask your planner not to send the entire timeline that refers to all the vendors, just what specifically refers to us. It may be easier for the coordinator, but it takes too long for us to sort through all the information and if there are multiple vendors this could lead to a timeline error. For example, we do not need to know what time the first dance or cake cutting will be conducted.

The Ceremony Flowers are completed and delivered last minute to assure freshness and premium quality. We assume no responsibility for weather. Flowers by nature are extremely fragile and vulnerable to the elements, especially wind, direct sunlight and heat. It is commonplace for our designers to be wrapping up the final details as the early bird guests begin to enter the ceremony area, especially when we are working with rose petal carpets and floral arbors and structures. This does not mean things are running late, but rather the quality and integrity of the flowers for your wedding are being guarded until the very last minute.

8. **SUGGESTED PHOTOGRAPHY TIMELINES**

The reception décor is completed and ready for photography approximately one hour before the reception begins, typically during cocktail hour. Due to the perishable nature of our work, we do not schedule early completion deadlines. Early completion deadlines reduce our production time and can jeopardize the quality and look of our designs, and ultimately limit the details of your wedding.

We ask that you coordinate with your photographer to be sure to capture pictures for us of your bouquet, personal flowers, and other décor so that we can use it for marketing purposes. We will also need the photographers contact information. It is the photographer's responsibility to photograph the room in the completed state.

While your ceremony is taking place, the real magic is happening at the reception. This is when the last-minute details are being added and everything is being completed and double checked. Early completion times would significantly limit our choices as designers in terms of the materials we use and how long they hold up.

Immediately after the ceremony, during the cocktail hour, is the ideal time for a second or third shooter to capture overall room photography and detail shots. The décor will be completely finished, candles lit, lighting perfected, tables dressed and there are no guests in the room. Photography done any earlier will result in images of incomplete décor, which will not reflect what the reception really looked like when you saw it for the first time when you entered the room for the big reveal.

Our primary responsibility is to you, to assure the room is complete, the flowers are at the peak of their bloom cycle and everything is fresh and gorgeous for your arrival as previously discussed at your meeting.

9. **REVISIONS / PAYMENTS**

Once we have verified the changes and revised your proposal, one half of the total balance is due by check or money order. Should you need to use a credit card, a 3% convenience fee will be added to your total. Weddings that are contracted less than 30 days out must be paid in full by money order (credit cards cannot be used for wedding less than 30 days away).

*Please note that any wedding that is cut back by 40% of the agreed budget on the original proposal is subject to cancellation with the retainer being forfeited to cover time spent. Wedding cancelled less than 30 days out are non-refundable.

10. **BALANCE**

The balance is due in full 30 days before the date of the wedding. Please pay balances via money order or check and send to:

Haute Haus Luxury Events & Fine Floral
2375 East Camelback Road, Suite 600, Phoenix AZ 85016

11. **LABOR**

A 20% labor fee will be calculated on the combined balance total along with sales tax. The labor fee covers all labor, delivery, set-up, teardown and normal dismantle. Dismantle times are subject to the venue's requirements. A required late night or early morning dismantle will have an additional 5% added. Weddings that are only a routine drop off, will be only charged for delivery (please contact us for details) and do not have labor fees, however labor may be charged if rental items are involved.

12. **COMMUNICATING**

Most often we answer emails very quickly, however if we are focused on a job at hand it may take slightly longer.

We love to hear from you, but due to the number of weddings and events we service, we ask that you keep your emails or messages as few as possible, brief, and to the point so that we may quickly and efficiently answer your questions and address your needs without any confusion.

*Please submit your questions and information as an **itemized list (1-10etc.)** and not letters or paragraphs. We will respond in line under each item. Letters take more time to read and sort through, tend to be confusing and often have too much information, causing some details to be overlooked or misinterpreted. Please include the date of your wedding and full name with every email to **contact@HauteHausEvents-Floral.com**.

*Be sure to use only the email and name you submitted on your original inquiry! Please do not change, use multiple or unapproved emails as they may be filtered into a junk file!

We look forward to working with you and making your wedding day very special! We appreciate your help in following these procedures so that we can efficiently and accurately plan your wedding. Again, thank you so much for your inquiry and we look forward to working with you!

Steve Bader

And the team at
Haute Haus Luxury Events & Fine Floral