



## Sunday Bay Bouquet

This hand-tied arrangement comprises:

- 10 white freesias
- 10 pink roses
- Eucalyptus cinera and green bell
- 1 bottle of Sunday Bay Sauvignon Blanc (75cl)
- 1 beautiful card
- Flower food & care instructions

Please note that the freesias will be sent out in bud but will soon open once in a warm environment.

In the rare event that a substitution is necessary through flower supply difficulties, we reserve the right to substitute with flowers of similar style, quality and value.

## Flower delivery information

**Place your orders by 2pm Monday to Friday to qualify for FREE next day delivery.  
Orders processed after 2pm on Friday will be delivered the following Tuesday.**

## Customer service contact

If you have any questions about your wine and flowers delivery, please call us on:

03330 142 754

**Unfortunately, no deliveries available to BFPO addresses, the Channel Islands,  
Northern Ireland and the Scottish Highlands**

## FAQs

### **Do the flowers come in a vase?**

No sorry, the flowers do not come in a vase. Stems are wrapped in a hydration-pack for transit.

### **Does The Sunday Times Wine Club's 100% guarantee still apply?**

Yes, the same rules apply. You can still receive a full refund or replacement if you are unhappy with your wine and flowers gift. In order to qualify for a full refund please advise us of any issue within 7 days of the delivery date.

### **When will my flowers be delivered?**

If you order using Standard or Next working day delivery before 2pm your flowers will be delivered on the next working day – please ignore any other information on these delivery methods at the checkout page.

If you use choose a named day delivery day, your flowers will be delivered on the day of your choice.

### **Is there a charge for next day, or named day, delivery?**

Delivery is free for all Wine and Flowers orders.

### **Do you deliver same day?**

Unfortunately, same day delivery is not currently available.

### **What happens if the recipient is not present at the time of delivery?**

If the recipient is not at home, the courier will attempt to leave the flowers securely at the property. If this is not possible, the courier will try to leave the flowers with neighbours. A card will be left at the recipient's address to confirm where the flowers have been left. In the event the courier is unable to do either of the above we may call the recipient (if you have given us their phone number). Alternatively, flowers may be brought back to Arena Flowers and a re-delivery will be arranged.

**What courier service will be used?**

Yodel.

**How fresh are the flowers?**

Arena Flowers believe its flowers are fresher and better value than almost any other UK florist. Arena Flowers purchases its flowers direct from flower auctions in Holland, cutting out several commission-taking middlemen along the way. Their flowers get sent in buds - super fresh, so the bouquets may look smaller on delivery than online. This is often the case with alstromerias, freesias, and lillies.

Guard petals on roses - to keep the inner petal fresh Arena Flowers do not remove the outer, slightly darker, guard petals on roses. They will naturally grow down or can be removed.

**How are the flowers packaged?**

Arena Flowers' arrangements are beautifully gift-wrapped in tissue paper and cellophane wrap with red ribbon. The bouquets are hand-tied and come wrapped in a specially developed hydration pack to keep them drinking in transit. They are then packed in a large gift box to protect them in transit. Your wine is packed in its own gift box and secured to prevent movement in transit.

**If I place a standard wine order together with an order for a wine and flowers gift at the same time, will they arrive together?**

Your orders will not arrive together. The wine and flowers gift will come directly from Arena Flowers and could be delivered by a different carrier.

**Funeral / Sympathy**

Orders should be sent for delivery the day before to ensure timely arrival. Please note orders required for a Sunday event should be placed by 3pm on a Friday and will be delivered on a Saturday.

**Hospital deliveries**

Please be aware that many hospitals or many wards within hospitals do not accept flower deliveries.