

Couture Cakes: Terms & Conditions

Full terms & conditions for Couture Cakes Ltd are detailed below. By paying your deposit it will be deemed that the terms are understood and accepted as applying to your order.

Payment Conditions

Lead Times

Booking is advisable as early as possible to ensure your date is secured, particularly during summer season. Our sponge cakes need to be baked fresh for the event, so we are restricted for the amount of cakes we can make each week.

From a technicality perspective we ask for a minimum of 3 months notice when ordering wedding cakes, and 1 month for other celebration cakes.

Prices

All prices are non-negotiable, and priced according to your exact design and size of your cake; if you require us to work to a specific budget then we will adjust the design accordingly where possible. We do not 'price match', as our prices are based upon our high standard of work and quality of ingredients used.

Following your consultation / enquiry, your quote is valid for 2 months, paying your deposit (see below) secures this price & prevents any further price increases, except in exceptional circumstances beyond our control eg. Exceptional fuel price increases, flower price increase, etc.

Flowers

If your cake requires fresh flowers, then these are not included in the price unless specifically stated. We can work with your florist to provide flowers that coordinate with your event (for which an arrangement charge is required to cover the time), however we strongly recommended that flowers for your cake are sourced through ourselves, as we cannot accept responsibility for issues that arise with a another florists flowers eg. colour not coordinating with the icing colour. If you still choose to not source flowers through ourselves, then it is your responsibility to inform the florist that their bill for the cake flowers should be settled directly with yourselves (as it is not included in our price). If sub-standard flowers are provided by your florist, we reserve the right to refuse to use them.

Deposits

A non-refundable 50% deposit (total of the cake & delivery price) is required in order to secure the commission of your wedding cake and chosen date with Couture Cakes. For orders under £200, full payment is required to secure the date, and no later than 3 weeks before the event.

Payment

Payment should be made by bank transfer (to **Santander, Katie Watts, Acc no 43204002, Sort 09-06-66**)

Please email us with confirmation of transfer in order to prompt acknowledgement of the payment.

Final payment for your wedding cake is required no later than 3 weeks before the collection/delivery. It is your responsibility to remember to send this payment as a reminder invoice is not issued.

If you prefer to pay by cheque, it should be made payable to 'Couture Cakes'. At the time of paying your deposit by cheque we also require a post-dated cheque for the final payment, to be sent with your deposit cheque. This should be dated 3 weeks before the date of your wedding. Unfortunately we are unable to accept debit/credit cards.

Late Payments

If your deposit is not paid within 2 months of quoting then we reserve the right to cancel any previous arrangements.

If full payment is not received and cleared in our account before the event then the order will not be released.

Cancellation

If cancellation of the event takes places we reserve the right to retain your 50% deposit. If cancellation takes place 3 weeks before the event then we reserve the right to keep 75% of the total price, or if cancellation occurs 7 days prior then 100% of the value with be retained to cover the costs of production of the cake.

Cancellation must be made in writing (by letter or email) to Couture Cakes and will only be deemed to take effect from the date your letter/email is received at our premises.

If you postpone the event we will endeavour to transfer your order providing the date is suitable for ourselves, otherwise it shall be treated as a cancellation (see above).

We retain the right to cancel the booking in very unusual circumstances beyond our control, such as fire or ill health, during which we will refund any money taken in full.

Design Conditions

Alterations & Changes

It is your responsibility to read & check the quote thoroughly; any amendments should be made in writing.

If requested, we will endeavor to adjust the design where possible, but sometimes this is not possible according to the nature of the request or amount of notice given. If the alteration affects the cost, or preparation work for the original design has already been undertaken, then your balance will be adjusted accordingly. Please warn us when you pay your deposit if you are undecided on the design.

We reserve the right to change the design at any point if circumstances beyond our control, may compromise the quality of the finished cake. eg. melting due to weather.

Each cake is made individually by hand, so although every effort is made to ensure consistency, a small amount of variation may occur from the picture supplied.

Chocolate

We recommend extreme caution if you are considering a cake decorated with chocolate for a summer wedding (May-September). We cannot accept responsibility for any melting of the cake once it has left our possession, as we have no control over the environmental / venue temperature. We can however advise you of designs that are less susceptible to melting and do everything within our control to reduce the impact on the cake.

Cutting Cake

If you have chosen cutting cake you will have be charged a significantly lower cost than if the equivalent iw as provided as part of your tiered wedding cake. This reduced rate is possible because your cutting cake will not be iced in sugar paste or be decorated like your wedding cake (however please be reassured that it will still be layered with butter cream).

Home Baked Fruit Cakes

We understand the sentimental significance of having a family member bake your fruit cake, which you may request for us to ice. We are happy to do this for fruit cakes (but not sponge cakes) however we must ask that the cakes conform to our strict guidelines so that you can achieve an appropriate finished look and are not disappointed with the end result. Unless otherwise required for the design, each cake should be 4" deep (which can be achieved by sandwiching 2 fruit cakes together), and be consistent increments in size (generally 6,8,10,12" sizes). Please enquire for further advise before baking the cake.

Allergies & Special Dietary Requirements

Special Diets

Please discuss with us if any of your guests have special dietary requirements.
Cakes can be made gluten free / egg free / alcohol free / without nuts by request.

Please be aware that although these ingredients can be removed from the cakes, they are still used in our kitchens so we cannot guarantee that any of our cakes are completely free of all traces for people are highly sensitive.

The table below indicates whether specific ingredients / allergens are contained in our cakes:

| CAKE FLAVOUR | INGREDIENT | | | | |
|---------------------------|------------|-------|---------|------|------|
| | Gluten | Dairy | Alcohol | Eggs | Nuts |
| Chocolate Cake | Yes | Yes | No | Yes | No |
| Lemon Cake | Yes | Yes | No | Yes | No |
| Vanilla Cake | Yes | Yes | No | Yes | No |
| Carrot Cake | Yes | Yes | No | Yes | Yes |
| Raspberry & Amaretto Cake | Yes | Yes | Yes | Yes | Yes |
| Hazelnut Praline Cake | Yes | Yes | Yes | Yes | Yes |
| Toffee & Pecan Cake | Yes | Yes | No | Yes | Yes |

| | | | | | |
|-------------------|-----|-----|-----|-----|-----|
| Fruit Cake | Yes | Yes | Yes | Yes | Yes |
|-------------------|-----|-----|-----|-----|-----|

Non-Edible Items

Most cakes contain small proportions of inedible items, it is the clients responsibility to ensure these are removed by your caterer/guests before consumption eg. Support dowels in tiered cakes, ribbon, wires in sugar flowers, Swarovski crystals, flower picks & flower tape (where fresh flowers are used).

Some flowers (eg. Ivy) are poisonous and not suitable for use on food products, you should notify your flower supplier of your intention to use the flowers on food to ensure that non poisonous flowers are used.

Delivery Conditions

Delivery charge is calculated on a mileage and time basis. Alternatively, cakes can be collected from our studio.

If you choose delivery, it is our intention that your cake will be delivered in perfect condition prior to the start of your reception. However we ask for patience with factors that may be beyond our control (eg traffic conditions) as we cannot be held liable for any such delays. In some circumstances, we may recommend the cake is delivered 1 day in advance. It is your responsibility to ensure you inform us of your correct ceremony & reception time plus the postcode of the venue. In the unlikely event of late delivery, the maximum compensation will be a refund of the delivery price.

We cannot be held liable for any damage that is rendered to the cake at the venue once we have left the premises.

If you chose to collect the cake, we will not held liable for any damage to the cake once it has left our studio. Tiered cakes are most at risk during transport, so please seek our advice on how to transport it, and we highly recommend you check your wedding insurance covers cake damage. To ensure your cake is as fresh as possible, we recommend it is collected the day before the wedding.

Late requests for delivery (after securing the booking based on collection) will be accommodated where possible, but cannot be guaranteed, as earlier delivery commitments must take priority.

Fresh Flowers

We highly recommend that arrangement of flowers on our cakes is done by ourselves, as we cannot take responsibility for any damage rendered to the cake caused by a floral arrangement that was implemented by your florist.

If fresh flowers are used, the cake will be set-up as late as feasibly possible to ensure their freshness throughout the day, but depending on the varieties used & the weather conditions at the time, it may be necessary to cut the cake relatively early on in the proceedings to ensure their freshness for the photography.

Cake Stand

It is the clients' responsibility to ensure arrangements are made for the cake table, linen, cake stand & knife, which should all be set-up prior to our arrival. If any delay is incurred due to these not being set-up, we reserve the right to charge for any delay incurred (labour costs at £20 per hour, plus any compensation required to pay to other brides who's wedding cake delivery has been delayed as a result) or leave the cake with the event manager to assemble / move into position as appropriate.

We can provide pedestal cake stands for hire, but unfortunately not silver stands, as these are usually supplied by the venue.

Please take extra care to ensure a stable cake table if you are having a marquee wedding, as surrounding floor boards can easily rock the cake once stood on.

Storage & Consumption

Damage

Please remember that cake decorations are very delicate items, and we cannot accept responsibility for damage that is done to the cake after it has left our possession. This includes any decoration implemented by your florist, it is for this reason that we highly recommend you source cake flowers through ourselves.

If any damage is rendered to the cake after it has left our possession, then you can advise us and request a repair, which will be costed accordingly, including transport costs if appropriate.

Cake Cutting

For your photo, please cut the base tier of your cake, unless it is a dummy cake, in which case you should cut the tier above. If using a pedestal cake stand, please take care not to put undue pressure on one side of the cake, to ensure it remains stable.

Our portion guides are intended as a guide only (based upon 4cm cubes) and will vary according to how the individual chef / venue cuts the cake.

Best Before Date

Your cake is baked to ensure it is fresh for the date of your event. After this date, we advise sponge cakes are frozen asap to ensure it's condition is retained, otherwise, we cannot guarantee its quality if it's consumed more than 48 hours after the event. Our cakes are made entirely of natural ingredients, so we'd like to remind you that because of this they will not have the extended shelf life of most supermarket cakes, which contain additives & preservatives to ensure their prolonged life. Freezing the cake however, preserves the taste of the sponge & icing as much as feasibly possible, but please bear in mind that it will affect the visual appearance of the icing, as condensation will form upon defrosting. Food hygiene recommendations recommend that food should only be frozen for a maximum of 3 months

Storage Conditions

If you plan to keep any of the cakes tiers, please advise us what cake boxes you would like to be left on site (so that you can safely transport them the following day). Otherwise we shall remove all cake boxes from the venue to ensure we leave it as tidy as possible.

Once home, the cake should be wrapped in cling foil to remove as much air as possible, then stored in an air tight container before freezing for a maximum of 3 months. The cake should not be refrozen if defrosted, therefore it may be appropriate for you to cut it into convenient portion sizes before freezing, so that it can be defrosted on a per portion basis.

Sugar paste cakes should not be refrigerated, as it will cause condensation to form on the surface of the icing. Refrigeration also accelerates the staling of the flour in the cake, so should only be used with extreme caution eg. If hot weather is compromising the quality of a chocolate decorated cake.

Miniature Cake Boxes

We advise you inform your venue in advance if you have miniature cakes that require boxing, so that they have time to prepare & allocate staff. Your boxes will be assembled & prepared beforehand, so all they need to do is slip the cakes in and tie the ribbon, which should be equivalent to the time it takes to cut the cake.

Hire of Cake Stands /Accessories

If you would like to hire a cake stand or decorations, then it is your responsibility to ensure a deposit is provided (as a separate cheque), otherwise it shall be presumed that you do not require it and the item will not be left at your reception. The standard deposit for cake stands is a £40 cheque

Please make arrangements to ensure the stand is safely returned the week after the wedding. If you are unable to return it personally & choose to post the stand, it is your responsibility to ensure it is appropriately packaged to prevent damage during postage; we recommend plenty of bubble wrap, securely taped around a cake stand, and a sturdy box to prevent against drops and knocks during transport.

If the cake stand is left at the venue for the event manager to return or us to collect, then your deposit will be kept to pay for this purchase.

Please bear in mind that this is a complimentary service provided only to Couture Cakes customers, we do not charge for the hire of the items, and would appreciate your cooperation to return the items clean & in the condition that you would expect to see them on your own wedding cake, so that they are available for the next brides wedding.

If for any reason you are unable to return the stand, you can also purchase a recycled glass stand (with a slight green colour) for the purchase price of £15.

Complaints

If you have concerns about your cake, please notify us upon delivery / inspection so that we have the opportunity to rectify it in time for your event, by contacting Katie on her mobile 07968 596912. We highly recommend a member of the family / event manager as the designated point for the day, to help ensure all runs smoothly.

All other concerns should be made in writing, and evidence of the fault should be included. A refund is only given if the uneaten cakes are returned, and are unsuitable for consumption / not as described in the written quote. No refunds are given due to change of mind.

In the unlikely event of late delivery (defined as delivery after the start of the wedding breakfast), the maximum compensation will be a refund of the delivery price. We ask for patience with factors that may be beyond our control (eg traffic conditions) as we cannot be held liable for any such delays.

Assuring you of our best attention at all times. We take pride in the quality of our service and reputation for providing the best quality & service for wedding cakes in the region.

