

# **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.

### **Stand Hire**

We can supply pedestal cake stand for our wedding cakes, at a £5 hire charge. A cheque deposit of £40 is required. This is held in your file until the client returns the stand to us. Stands must be returned within 7 days of the wedding unless previously agreed beforehand. We do not supply silver cake stands, which are generally supplied by your venue.

### **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.

## **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 / without nuts by request.

The fruit cake and carrot cake contain nuts, but it can be omitted by special request, however nuts are used in our kitchens so we cannot guarantee that any of our cakes are completely free of all nut traces for people are highly sensitive.

### **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. 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.

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.

### **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 the 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.

### **Best Before Date**

#### **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.

### **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 (for up to 3 months) to ensure it's condition is retained, otherwise, we cannot guarantee its quality if it's consumed more than 48 hours after the event. Freezing the cake 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.

#### **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.

### **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. All other concerns should be made in writing, and evidence of the fault should be included, by returning the cake to us or by including a photograph. No compensation will exceed the total value of the cake, for which the cake needs to be returned unused due to a fault. No refunds are given due to change of mind.

**Assuring you of our best attention at all times. We take pride in the quality of our service and reputation, and we hope never to be in a situation where we need to refer to these terms and conditions.**