



TERMS AND CONDITIONS

Full terms and conditions for Clare Ellen Studio are detailed below. By paying your booking fee and signing the online booking form, it will be deemed that the terms and conditions here are understood and accepted as applying to your order.

PAYMENT CONDITIONS

Prices

During an initial chat with me, I can give you an estimation of price based on the details given, but this is only an estimation as the exact cost can only be determined once the final design has been agreed. All prices are non-negotiable and priced according to your exact design.

Paying your booking fee will secure your slot in the diary.

Booking Fee

A non-refundable £100 booking fee is required in order to secure the commission of your cake and / or dessert table and chosen date with Clare Ellen Studio.

Cheques are not accepted.

Payments are sent via bank transfer and details for this are sent privately when you wish to save your date.

Please contact me with confirmation of transfer in order to prompt acknowledgement of the payment.

Final payment for your wedding cake is required no later than 4 weeks before the delivery.

Cheques cannot be used as payment method.

If full payment is not received and cleared in my account 14 days before the day of cake collection/delivery then the order will not be released.

Cancellation

If cancellation of an order takes place, I reserve the right to retain your non refundable £100 booking fee. If cancellation takes place less than 14 days before the event, I reserve the right to seek 100% of the order value.

Cancellation must be made in writing to Clare Ellen Studio (by email - hello@clareellenstudio.co.uk) and will only be deemed to take effect from the date your email is received.

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

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

DESIGN CONDITION & HIRE

Alteration & Changes

It's your responsibility to read and check the notes from your design consultation, invoices, and the terms and conditions thoroughly; any amendments to the design should be made in writing by email.

If requested, I will endeavour 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 inform me when you pay your booking fee if you are undecided on the design. I aim to finalise any details of the design 3 to 6 months prior to your wedding day so I can plan my time accordingly.

I reserve the right to change the design at any point if circumstances beyond my control may compromise the quality of the finished cake, e.g. melting due to hot weather conditions or supplies are unavailable..

Chocolate/Butter

I recommend extreme caution if you are considering a cake decorated with chocolate or buttercream for a summer wedding (May-September). I can't accept responsibility for any melting of the cake once it has left my possession, as I have no control over the environment/venue temperature. I can however advise you of designs that are less susceptible to melting, and advise you/the venue of placement of the cake (ie. away from big windows) and do everything within my control to reduce the impact on the cake.

Fresh Flowers

I do not decorate my cakes with fresh flowers provided by florists and only use edible decorations I make myself, or edible fresh flowers that are grown on flower farms that are grown specifically for food / restaurant use.

I ask that flowers are not added to the cake by anyone including yourselves, the florist or the venue, after I have finished setting up your cake, or once you've collected. I don't recommend this as there are popular flowers which are toxic, and many florists source their flowers from flower farms that use pesticides and other toxic chemicals to spray the flowers. If flowers or any other items are added and as a result any guests have health concerns, I am not liable.

Fresh Fruit

Cakes and dessert items decorated with fresh fruit are particularly sensitive to warm weather. Fruit may soften, release juices, fade in colour or deteriorate more quickly in high temperatures. Whilst every effort would be made to use the freshest fruit available, Clare Ellen Studio cannot accept responsibility for natural deterioration once the cake / dessert table items have been delivered

Dessert Tables

It is strongly advised that dessert tables are displayed out of direct sunlight and away from heat sources. Many desserts contain fresh dairy, chocolate, fruit or other perishable ingredients and should only be displayed for an appropriate period of time before consumption. Clare Ellen Studio cannot accept responsibility for deterioration in quality or appearance once the desserts have been delivered and set up. I will discuss with you at your consultation the most appropriate time for set up.

It is your responsibility to contact your venue to check with them if they're happy to accommodate a dessert table. I only deliver and set up / style the table. I am not responsible for clear down of the table and washing of the serve ware. Please be sure to share with your venue / caterers the plan for your dessert table so they can charge appropriately for any work that falls to them.

Please also be aware that some dessert table items are perfect as finger food, and some items require dessert plates and dessert spoons for your guests. I do not supply crockery and cutlery – please be sure to speak to your venue, caterers or hire team to arrange this.

Delivery / Collection

If you choose delivery, it's my intention that your cake will be delivered in perfect condition prior to the start of your event. However I ask for patience with factors that may be beyond my control (e.g. traffic conditions and traffic, road closures, vehicle breakdowns) as I cannot be held liable for any such delays. It's your responsibility to ensure you inform me of your correct venue address and event time.

I cannot be held liable for any damage caused to the cake at the venue once I have left the premises. I take photos and videos of the cake to document the condition of the cake before leaving.

If you choose a one tier cake and decide to collect, the responsibility of the condition of the cake transfers to the collector

Set up of your Cake

Where cake set up is included, Clare Ellen Studio will assemble and dress the cake as agreed before leaving the venue. Once the cake has been accepted by the venue, wedding planner or client, responsibility for the cake passes to them. Clare Ellen Studio cannot be held responsible for any damage, movement or alteration to the cake after set up has been completed and I have left the venue. I will take pictures and a 360degree video to record the condition before leaving. The table used for the cake must be sturdy and level. I reserve the right to make minor adjustments to the placement of the table or display, if in my professional opinion, the agreed location presents a risk to the stability of the cake (for example – direct sunlight, excessive heat, uneven surfaces or high traffic areas)

Hire Of Cake Stands / Accessories

If you would like to hire a cake stand then a cash deposit, hire charge and collection charge is required prior to release. I only hire out to events where I collect the hired items myself, therefore items are only hired out to events within a one hour drive of Clare Ellen Studio in Blidworth, Nottinghamshire. Once I've collected the clean, undamaged, hired item back, I will refund the cake stand hire back to you using the account used to pay the final invoice of your cake

ALLERGIES AND SPECIAL DIETRY REQUIREMENTS

Special Diets

Please discuss with me if you or any of your guests have special dietary requirements. Please be aware that although certain ingredients can be removed from the recipes used for your order, they are still used in my kitchen so I can't guarantee that any of my cakes or sweet treats are completely free of traces of them, and are therefore suitable for intolerances but not allergies. Ingredient lists are available on request.

Non-edible Items

Most cakes contain small proportions of inedible items; it is the client's responsibility to ensure these are removed by your caterer/guests before consumption e.g. Support dowels in tiered cakes, ribbon, wires in sugar flowers etc. I will give you/your venue/your wedding coordinator a Wedding Cake Information Sheet upon delivery of your cake, which gives information of inedible items to be removed before the cutting of the cake.

STORAGE AND CONSUMPTION

Damage

Please remember that cake decorations are very delicate items, and I cannot accept responsibility for damage that is done to the cake after it has left my possession. If any damage is rendered to the cake after it has left my possession, then you can contact me and request a repair, which will be costed accordingly, including transport costs if appropriate.

Portion Guide

Our portion guides are intended as a guide only. Ultimately the sizes of the portioned cake vary dependent upon how the chef cuts the cake

Best Before Date/Storage Conditions

Your cake is baked to ensure it's fresh for the date of your event. I cannot guarantee its quality if it's consumed more than 48 hours after the event. As the cake is made from natural ingredients it will not have the extended shelf life of most supermarket cakes, which contain additives and preservatives to ensure their prolonged life. Freezing the cake however, preserves the taste of the sponge and icing as much as feasibly possible, but please bear in mind that this may affect the visual appearance. If fondant icing is chosen for your cake, condensation will form upon defrosting and effect the visual appearance. Food Standards hygiene recommendations recommend that food should only be frozen for a maximum of 3 months. If you plan to keep any of the cakes tiers, please advise me what cake boxes you would like to be left on site so you can safely transport them. Otherwise I shall remove all cake boxes from the venue to ensure I leave it as tidy as possible. Sugar decorations should not be refrigerated or frozen, as it will cause condensation to form on the surface of the icing and absorb moisture which will likely cause the sugar decorations to go limp . Refrigeration also accelerates the staling of the flour in the cake.

Complaints

If you have concerns about your cake, please notify me upon collection/delivery of the cake so that I have the opportunity to rectify it in time for your event. All other concerns should be made in writing (by email), and evidence of the fault such as photographs should be included. No refunds are given due to change of mind. Refunds are at the discretion of Clare Ellen Studio.

I'd like to thank you for asking me to be a small part of your very special day.