



TERMS & CONDITIONS

For Sugar Blossom Cakes & Sugar Blossom Macarons



Deposits and Payments

A non-refundable deposit (as stated on Order Form) is required along with a signed copy of this contract to secure your booking.

Payment of the final balance must be settled in full on (or before) collection (detailed further in the Quotation Form/Order Form). Bank Transfer Details are detailed upon the Order form.

Changes

Every effort will be made to accommodate any change requests, however once items have been purchased and work has commenced this may not always be possible and therefore only minor alterations may be possible. Please note that any changes requested after the order has been placed may incur additional charges.

Cake Design

Please note that I reserve the right to alter the design at any point to ensure a high standard of finish is achieved, particularly with any circumstances beyond my control. Any such changes will be undertaken with as minimal disruption to the initial design as possible.

Please note that although every effort will be made to achieve as close a design to any images requested, all cakes are custom made and therefore no exact replica can be guaranteed.

Macaron Design

For large events or Weddings, we will schedule a Consultation session where you will be able to try a couple of flavours free of charge. For larger quantities or several different flavour requests, this will be agreed and a purchase cost incurred for those amounts. If a booking is subsequently placed for the event then the initial taster box charge will be removed from the overall total invoice cost.

Colours for weddings etc will be matched as close as possible and every effort made to match any photographs for inspiration however please be advised that as this is such a bespoke service the colours/designs are handmade so may vary and will never be an exact replicate.

Cancellations

Sugar Blossom Cakes/Macarons offers a bespoke service and is therefore limited on how many bookings can be taken in any given week. There will be no refund of the deposit, however if any

further payments have been made, a refund may be provided (minus any costs already incurred e.g., on supplies etc).

Allergens/Additives

Please note that all our cakes and Macarons contain dairy and gluten products and are baked in a kitchen that uses nuts. We cannot guarantee that any of our cakes, Macarons or products are free from any ingredients that may affect those with food allergies. As such, it is the responsibility of you (the client) to advise of any known allergies to ingredients that may be used in any of Sugar Blossom Cakes/Macarons products. It is also the responsibility of you (the client) to inform any guests that traces of the ingredients listed below **COULD** be present in any of our products. We **DO NOT** cater for allergen free cakes or products and as such Sugar Blossom Cakes/Macarons will not be held responsible for any adverse reactions to our products. Please note that our cakes, Macarons and products are prepared in our kitchen and therefore any such ingredients may be evident, **Milk & Dairy, Eggs, Peanuts, Nuts, Tree Nuts, Mustard, Sesame, Wheat & Gluten, Soya, Lupin, Celery & Sulphites.**

In cases of weddings and any pre-packaged products requested such as favours, this will all be discussed with you at the consultation stage and will be agreed upon/detailed to you - although I am always on hand should you have any further questions along the way!

Consuming artificial food colours may have an adverse effect on activity and attention in children. As such, please note that our cakes, products and edible decorations may contain any of the following artificial colourings; Sunset Yellow FCF (E110), Quinoline Yellow (E104), Carmoisine (E122), Allura Red (E129), Tartrazine (E102), Ponceau 4R (E124).

Sugar paste flowers/figures & non-edibles

Even though sugar paste flowers and figures on the cake are edible, we **DO NOT** advise that they are eaten. This is due to the presence of non-edible items which may have been included for reinforcement such as cocktail sticks and dowels. You will be informed of any support dowels within the cake itself primarily for support and structure. I will inform you of any support dowels within the cake itself at the time of collection. It will be down to you (the client) to remove these prior to serving.

Sugar paste figures are handmade and bespoke. Every effort will be made to try and capture the true likeness and characteristics of a person where requested, this said we cannot guarantee a true likeness. We would ask that you provide any images for reference, so that every effort can be made to reflect what has been asked.

Hire of Stands/Towers

A Hire charge will be incurred for the use of any of our Stands/Towers/Equipment and this will be advised to you upon each individual booking. We ask for this payment to be made as close to the collection period as possible and the returnable amount will be returned back to you as soon after receipt of the equipment - so please also advise us of return bank transfer details if this is the preferred method for the hire charge. The Hire Charge will be split into 2 (1. A Hire charge that will be retained for the use of the Stand/Tower and 2. A returnable hire charge amount. Each will be discussed with you and be dependant on duration required etc.) We reserve the right to withhold either the full amount of deposit or a portion in cases where the Equipment/Stands/Towers are either not returned, parts missing or where any damage has occurred and this will be determined at our discretion for each booking. Please advise the venue of the value of such items and ask that

they be kept safe for you after use until you collect them. These items will need to be returned by yourselves to me (unless any prior agreement has been discussed and agreed).

Delivery & Collection

Delivery or Collection will be agreed upon when placing your order. Please note that where delivery is agreed, costs will be incurred, and these will be confirmed to you at the point of ordering, including any such set-up fees for Weddings/Occasions etc.

Damages

In the unlikely event should any damages occur whilst we are delivering your cake/products, every effort will be made to repair such damage.

We are not responsible for any damages incurred after the collection of your cake/macarons or products. Once it has left our premises the responsibility lies with you (the client) thereafter.

Transportation

To avoid any such damages, we recommend that you place the cake on a non-slip mat either in a clean and empty car boot or in the footwell of the car. Please **DO NOT** place on the knee of a passenger or on a car seat as this may cause damage in transit. Guidance for collection of any Macarons will be advised to you depending on the size of the order.

Storage

We advise that your cake is best stored in the box provided, at room temperature (unless otherwise stated). Please avoid direct sunlight or anywhere too hot.

We recommend that your cake is best consumed within 3 days of collection.

For our Sugar Blossom Macaron products you will be issued with a Macaron Care guide either electronically or printed depending on the order although you can always ask for subsequent copies where needed.

Publication & Advertising

Sugar Blossom Cakes/Sugar Blossom Macarons may publish photographs on any social media outlets, websites or other outlets and publications for marketing and advertising purposes. Please advise us prior to collection if you **DO NOT** wish for these to be published.

Many Thanks for your Order – from Sugar Blossom Cakes/Sugar Blossom Macarons!