

The Sugared Rose

Terms & Conditions

The Sugared Rose (TSR) is a fully registered and inspected home food business awarded the highest standard of Food Hygiene (level 5) and is committed to delivering outstanding customer service. As we want your experience with us to run as smoothly as possible please read the information below. We know it is not very interesting but it is important.

Consultations - Consultations are by appointment only. Appointments can be made via email or telephone and we do not charge for this service. Appointments last for a maximum of one hour and are for a maximum of 4 people.

Design Quotes - All quotes for cakes are completed for the individual customer and based on size, type, complexity of design, flavour/ingredients, labour, utilities and additional charges (delivery, equipment hire etc). All quotes are non-negotiable and valid for a period of 3 months. We can quote as many times as you need as we are happy to discuss alternative options if quotes are under/over your budget or you wish to look at options to compare them.

Taster boxes - Taster boxes can be produced for any large bridal/occasion order over £100 for any client/enquirer to The Sugared Rose. The first basic taster box (with a maximum of 6 flavours) is free. These include slices of cake in the flavours of the clients choice. Subsequent taster boxes are chargeable at £20.

Mini taster/trial cakes - Mini tasters/trial cakes are produced as a small 4/5/6 inch cake in the flavour of the clients choice and decorated exactly in the style of the clients ordered wedding/occasion cake. These are ONLY available for clients with orders priced at over £200 that have booked and paid a deposit. Trial cakes are an additional cost separate from the clients order. Prices are worked out individually and start from £45.00. If you wish to arrange one prior to your event order please ensure they are included on your agreed quotation/ deposit invoice at the time of booking.

Sketches - All cake design sketches produced for the client by The Sugared Rose are subject to copyright and are produced for the client in good faith.

Payment - On booking your cake we require a 50% deposit. This deposit is non refundable should you cancel your order for any reason. Four weeks prior to your event you will receive an invoice for the remainder. The balance must be cleared three weeks before the collection or delivery of your cake otherwise your order will be void.

Alterations - We are happy to make alterations to your cake design and order up to 4 weeks prior to your delivery/collection date. Please be aware that this may affect the balance due and your final invoice will be adjusted accordingly.

Refunds - All deposits are non refundable. Once the balance has been paid, work will commence on your cake. If your order is cancelled less than 21 days prior to the due date 25% of the full amount will be refunded. No refunds are offered for cakes cancelled 10 days prior to the due date.

Delivery - If requested we will deliver and set up your cake to your venue at a pre-arranged time. Delivery is charged based on distance and will be finalised with the initial cake quote. Free local (within 10 miles) delivery is offered, within the East Midlands area delivery is charged at the recommended HMRC cost of 0.45p per mile further afield. Quotes for any other deliveries around the UK can be provided on request. All our cakes are delivered boxed whenever possible. In the unlikely event of a late delivery (after the start of the wedding breakfast/main event), delivery costs will be refunded or compensation given at the our discretion. Please be aware that we cannot be held responsible for late delivery due to extreme traffic delays or other factors beyond our control.

Accidental Damage - Please be aware that cakes are extremely fragile by nature and difficult to transport. Although the upmost care is taken to ensure cakes are stable and transported carefully by us, accidents can happen during delivery or set up. In

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these unfortunate circumstances every effort will be made to repair the cake and it is at the discretion of The Sugared Rose to offer refunds based on the damage incurred. We cannot be held responsible for any damage incurred to the cake once it has been left in the care of the venue (photographs on final set up will always be taken by TSR).

Cake Stand Hire - The Sugared Rose hire out many different stands on which to display your cake so please just ask to see our full range during your consultation. We ask that all stands are returned to The Sugared Rose by prior arrangement a maximum of 5 days after the event. This is because we may need it for another client. If stands are returned damaged or with pieces missing you may be charged. Protective boxes and wrapping are provided when you hire a stand and they MUST be returned in this box. If you choose to return stands via the postal system they must be packaged appropriately. The Sugared Rose takes no responsibility for any damage caused by couriers or Royal Mail and you may be charged for a replacement if the damage is severe.

Flowers - We would always recommend sugar flowers for a cake however fresh flowers can be used to decorate your cake. We can liaise with your florist (florist charges are separate). Please be aware that some flowers are not suitable for cake decoration, or may be toxic if eaten. All foliage must be removed before serving. Any cross-contamination to your cake due to flowers is not our responsibility.

Inedible items - All tiered cakes contain internal food safe plastic supports. At the request of the client, cakes sometimes contain inedible items such as toppers, ribbons, flowers and feathers etc. These items must be removed before serving. The Sugared Rose does not accept responsibility for any harm these items might cause.

Dietary Requirements - We are happy to cater for a wide range of food allergies and intolerance's. 'Free From' eggs, nuts, alcohol, lactose and wheat are all common requests. However please note that all of these ingredients, including nuts, are frequently used in our kitchen. Please be aware that we cannot be held responsible for any ingredient contaminated at source, or any harm that may occur. If you are unsure, please just ask.

Best Before Date - All cakes are baked to ensure they are fresh on the date of your event and are best consumed on the day, or within 4 days (unless otherwise stated). All of our cakes are made with natural ingredients and do not contain preservatives and therefore do not have the extended shelf life of supermarket cakes. Although the cakes are safe to be frozen TSR cannot guarantee quality after freezing. Please note that cakes with sugar paste (fondant) coverings cannot be refrigerated as it will cause condensation to form on the surface and may cause colours to bleed.

Complaints - If you have any comments or concerns regarding your cake please notify us on delivery so that we have the opportunity to rectify in time for your event. If you are unavailable then the events manager/ venue organiser will be responsible for checking the cakes condition. All other concerns should be made in writing and evidence of the faults must be provided. A refund will only be considered if the uneaten cakes are returned within 2 days and are deemed as unsuitable for consumption/not as described in quote, at the discretion of TSR.

Photography - All cakes produced by The Sugared Rose are subject to copyright however photographs can be taken for personal use. The Sugared Rose reserves the right to use photographs of your cake for marketing and advertising purposes. Please note that your cake will not be displayed on any website or social media blog until after your event has taken place.

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Thank you for choosing *The Sugared Rose*.