



Terms and Conditions

Full terms and conditions for Symphony in Sugar are detailed below. By paying your deposit it will be deemed that the terms are understood and accepted as applying to your order. Nothing contained within these terms and conditions affects your statutory rights as a consumer. Please read the following terms and conditions: if there is anything you don't understand please feel free to contact us.

Payment Conditions

All prices are non-negotiable, and priced according to your design and size of your cake. 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 7 days, paying your deposit (see below) secures this price and prevents any further price increase, except in exceptional circumstances beyond our control e.g. Exceptional fuel price increases, flower price increases, etc...

Deposits

All wedding cake orders require a non-refundable deposit of 25% of the total cost to book the date but not less than £100, or if you have yet to decide on your design a flat rate of £150.

All other cake orders / dessert tables require a non-refundable deposit of 25% but not less than £25.

For cakes with less than 4 weeks' notice the full cost of the cake must be paid at the time of booking.

Please note that all deposits are non-refundable and non-transferable

All deposits become due when the order has been placed and details checked and agreed by you.

All orders are deemed to have been accepted only when the deposit has been paid. If your deposit is not paid within 7 days of quoting then we reserve the right to cancel any previous arrangements.

Final Payment

A final invoice will be given six weeks prior to your event. The balance must be made within 7 days of receipt of the invoice and at least 5 weeks prior to collection/delivery of your cake, as stated on your order form. If full payment is not received and cleared in our account 4 weeks before the event then the order will not be released.

Non - Payments

In the event that any payment is subsequently declined, the order will not be completed or released until alternative funding arrangements have been agreed and payment is made in full. Subsequent completion of the order will be subject to availability and cannot be guaranteed.

The Company accepts no responsibility for any loss howsoever caused or for non-delivery under these circumstances. The customer will be responsible for the payment of any additional charges which have been incurred as a result of payment failure.

Cancellation

If cancellation of the event takes place we reserve the right to retain your 25% deposit. If cancellation takes place 4 weeks before the event than we reserve the right to keep 50% of the total price, or if cancellation occurs 14 days prior then 75% of the value will be retained to cover the costs of production of the cake.

Symphony in Sugar will endeavour to honour all orders, however should we have to cancel your order due to unforeseen circumstances we will ensure that we give 14 days' notice and will return full monies to you. Symphony in Sugar will also try to assist you in finding another recommended cake maker.

We highly recommend that you take out wedding insurance to cover all eventualities.

Change of Wedding Date

If, for any reason you wish to re-arrange the date of your wedding, Symphony in Sugar will try its best to accommodate these changes without any additional charges providing sufficient notice is given and that we are able to provide a cake for the re-arranged wedding date. However, if we are fully booked on your new wedding date and cannot provide the wedding cake, it will not be possible to refund your deposit.

Delivery

If requested we will deliver you cake to your venue at a pre-arranged time. If you have a specific delivery date and require delivery before a given time, please specify this when placing your order.

It is the customer's responsibility to ensure that you have given us correct delivery information, and that someone is available to receive the cake. A signature will be required for the receipt of the order upon delivery.

If the dedicated/responsible recipient is not available to receive the cake, the order will be returned to the company who will contact you to arrange an alternative delivery time for which an additional charge will be payable by the customer. The company accepts no responsibility for any loss or consequential loss incurred by the customers as a result.

On occasions we are faced with severe weather conditions, public unrest, or other unexpected events that may make your venue inaccessible. You can be assured that we will do our best to deliver as promised. Wedding insurance may give you peace of mind.

Set Up

We charge a fixed set up cost of £25 for the safe installation of your cake. For Set up outside of the North East of England, additional costs will be incurred, however this will be discussed with you at the time of booking.

It is your responsibility to ensure that you have provided the company with the set-up details and arrangements made with the venue for the location and the display of your cake. The company cannot be held responsible for the location of the cake at the venue. Please ensure, therefore that the display location is level, stable and strong enough to hold the cake.

Please also keep in mind Icing, Chocolate, Buttercream can all melt in warm conditions, and we recommend extreme caution. We cannot accept responsibility for any melting, slipping 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/tilting and do everything within our control to reduce the impact on the cake.

Flowers and in-edible items

At the request of the client, cakes sometimes contain in-edible items such as broaches, ribbons, flowers and feathers etc... These items must be removed before serving and we accept no responsibility for any harm these might cause.

We can provide flowers to decorate your cake, or we will liaise directly with your florist. Be aware that some flowers are not suitable for cake decoration, or may be toxic if eaten and all foliage must be removed before serving. Any contamination to your cake is not our responsibility.

Dietary Requirements / Allergies

We are happy to offer suggestions on cakes that are 'free from'. However, please be aware that whilst your chosen cake may not be made with nuts or a nut product, it will be prepared in a kitchen where nuts are frequently used. We cannot be held responsible for any ingredient contaminated at source, or any harm that may occur. If you are unsure, please just ask.

Cake Component Parts

From time to time certain materials for our cakes may become obsolete or no longer available from our suppliers, for example. Pre manufactured items of ribbon colours. This is totally out of our control, however we will endeavour to re-design a cake to reflect as closely as possible the original design using replacement products. In all cases we will try to contact you to advise you of any such changes, however, the company reserves the right to replace these with components of equal or better quality without consultation.

Publication and Promotional Rights

By signing the order form the client hereby agrees that Symphony in Sugar is the sole designer and owner of the final cake design. All cake designs used by Symphony in Sugar remain the property of Symphony in Sugar. The client has no ownership rights over any cake design. We reserve the right to re-use and publish our photographs of the client's cake as and when required.

Complaints

If you have any concerns about your cake, please notify us upon delivery / inspections so that we have the opportunity to rectify it in time for your event. 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.

Symphony in Sugar would like to thank you for using our services

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