

MISS ELLIE'S

OF COVENTRY
EST. 2012

Terms and Conditions

Terms and Conditions may not be exciting but they are important. The following T&C's set out for you what you can expect from us and what we need from you to ensure that everyone works to achieve the best quality service for your special occasion.

They also help to answer lots of commonly asked questions about collection, delivery, deposits and so forth.

Deposit

A 20% deposit must be paid to secure your cake order. This is non-returnable and covers the initial outlay for materials and so forth. If you cancel the cake order for any reason, at any time, you will not receive the deposit back.

Full payment is due upon receipt of the cake. Payment details will be sent to you by invoice once you agree to the order.

Cancellation

If for some reason you do need to cancel, it is important that you tell us at the first opportunity so that we can reallocate the slot to another customer as we often have waiting lists. If you cancel more than 72 hours before the cake is due to be delivered/collected you will only lose your deposit. If you cancel with **less** than 72 hours before the cake is due to be delivered/collected you **will** need to pay in full and will not receive the cake.

Delivery/Collection

Where you require a cake to be 'set up' at a venue, mileage will be charged at 45p per mile outside of a 5 mile radius from CV5 postcode area. If you require additional services such as serving this will be arranged separately.

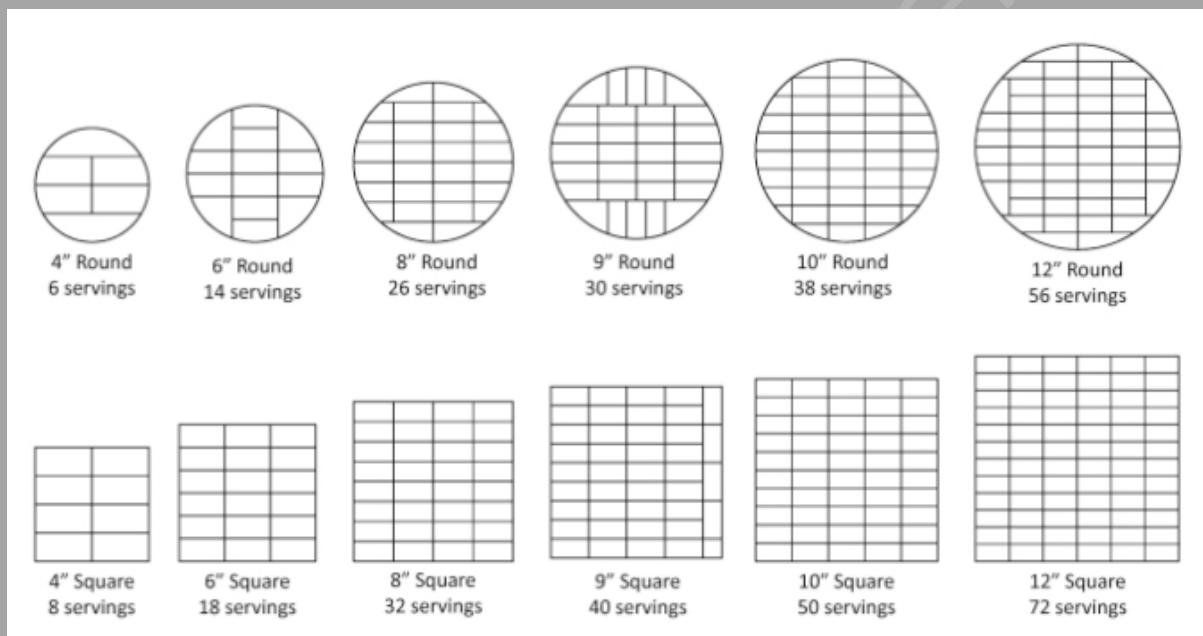
Cakes can be collected from Miss Ellie's Kitchen Cakes will be ready on the date shown at the time shown on this agreement, they must be collected at the agreed time. Cakes that are not collected must still be paid for in full. Delivery to venues/homes will likewise be at the agreed time and date. If the recipient is unavailable upon the time of delivery to take receipt of the cake the cake will be returned to Miss Ellie's Kitchen. Further attempts at delivery will only be made at an additional charge.

Miss Ellie's Homemade accepts no liability for cakes that are damaged after they have been delivered or collected (and if necessary assembled) to the agreed location.

Cutting

Cakes need to be cut with care, particularly fruit cakes and carrot cakes which can crumble if not handled properly. Please use a long serrated saw knife, which must be sharp. Ornamental cake cutting knives used for photos are usually nowhere near sharp enough. Use a clean, damp cloth to clean and moisten the blade in-between each cut – this will help stop the knife from dragging on the cake crumb. Use a sawing action with the serrated side of the knife pushing downwards. Do not just push the knife downwards. Be sure to cut all the way to the base board but not into the base board. Cutting into the base board could contaminate the cake.

The diagram below shows you how to cut a cake to get the number of slices as quoted.

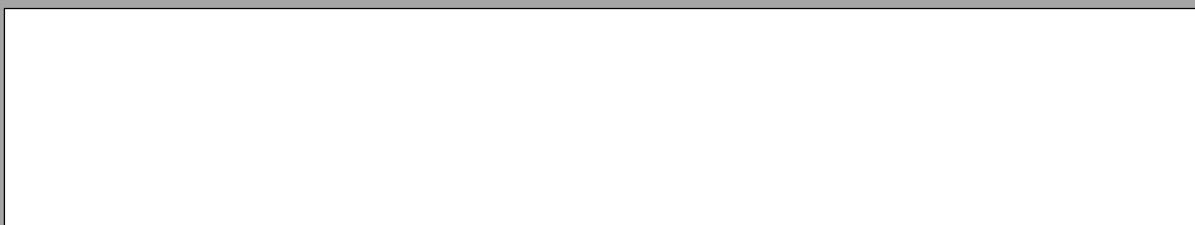


Non Edible Decorations and Supports

The cake may include non-edible decorations which must be removed before the cake is cut and served, such as wired sugar flowers, fresh flowers, models, internal supports (dowels and boards) flower picks and so forth. If being cut at the venue, please remove all decorations and supports with care and retain any decorative items if you so desire. This is especially so with fragile sugar flowers and/or modelled figures which are usually intended as a keepsake.

Decorative flowers, whilst made of sugar are not recommended to be consumed by guests.

Below details all of the non-edible decorations and supports.



Shelf Life

Decorated rich fruit cakes will keep for several months, but sponge cakes should ideally be consumed at the event and no later than 2 days after.

Storage

Keep your cake in the box provided in a cool room (**NOT THE FRIDGE**)

Try to avoid leaving your cake in direct sunlight or near a heat source such as a fire or radiator as this can cause your cake to 'sweat' or the icing to melt. This is also especially important information for the venue.

Your cake does not contain any additives or preservatives and will quickly lose moisture once it has been sliced. To prevent moisture loss, cut any left over cake and keep each slice wrapped in cling film, then in an air tight tin or container. Plastic containers can cause the fondant to sweat and decorations to melt.

Allergy Advice

Unless specified our cakes will contain gluten, lactose and eggs. We can provide gluten free, lactose free and egg free cakes but please note that allergens are present in the kitchen and whilst every effort is made to avoid cross contamination we cannot guarantee cakes are 100% risk free. Nuts are also used in the kitchen environment. Miss Ellie's holds the statutory FGSA Allergy Training certification.

It is your responsibility to inform guests of any potential allergens your cake contains. Miss Ellie's Homemade accepts no responsibility for allergic reactions guests may have as a result of eating cake.

Force Majeure

Should an act of God, War or the Queen's enemies, or Act of Parliament or other Government action, strike action, postal delay, extreme weather conditions, force majeure, disaster conditions or any other reason beyond the control of Miss Ellie's Homemade and it's owners, the company and it's owners will be excused from carrying out the conditions as laid out until a normal situation has returned.

I have read and understood the Terms and Conditions as expressed above

Signed

Date

Thank you for your business

Ellie