

# Miss Ellie's of Coventry Terms and Conditions Cakes

## **MENU and ALLERGIES**

The cake selection will be set out on your order confirmation form along with all allergies. Once a deposit has been paid the selection is final and may only be changed with the agreement of all parties.

Miss Ellie's is a plant based and vegetarian catering provider. We can provide gluten free services and cater for most allergies/intolerances though it must be noted that the kitchen is not a gluten free environment and whilst every effort is made to eliminate cross contamination, it cannot be guaranteed. Likewise with nuts and seeds also.

**It is the client's responsibility to disclose if guests have an allergy.**

Miss Ellie's of Coventry cannot guess what allergies or intolerances guests may have. If not informed, we can not be expected to cater accordingly.

## **PAYMENT**

A **non-refundable** deposit will be required to secure the service of Miss Ellie's of Coventry. Full payment is required no later than 30 days after the day of the event. Full payment is required, less deposit.

Payment shall be made by BACS transfer to:

- Miss Ellie's Homemade
- HSBC Business Banking Account
- Account Number 61291416
- Sort Code 40-18-43
- UTR 6315084123.

Miss Ellie's is a fully registered business with HMRC.

Cash will only be accepted with the prior agreement of the Supplier.

The charges do not include the cost of breakage or loss of or damage to the Supplier's equipment, cake stands, cutting knives etc. for which we reserve the right to charge the

Customer after the Event provided that notification of such breakage or damage is provided to the Customer within 14 days after the Event.

The customer shall only be liable for the cost of breakage or loss of or damage to the Supplier's equipment, tableware, cutlery or linen etc. if caused by the Customer or one of their attendees.

## **BOOKING**

Provisionally booked dates will be held for 14 days and can only be confirmed once the deposit and the booking form have been received. In the event that another customer wishes to book an event for the same date as the event prior to the customer having paid any deposit element of the charges, we will notify the customer and request payment of the deposit of the charges from the customer within 48 hours of notification in order to secure the provisional date allocated to the event.

## **COLLECTION**

Cakes need to be collected at the time agreed on the Order Confirmation Form. Miss Ellie's is only available at certain times and is not a premises open all day, if the collection time is missed by a considerable time period it cannot be guaranteed that someone will be available to hand over a cake.

Miss Ellie's accepts no liability for cakes that are damaged after collection, especially if not transported safely or cut appropriately.

## **DELIVERY**

The client must be available to take receipt of the cake at the time agreed and must ensure access is provided to deliver the cake, this includes parking, parking permits, access to the venue and tables.

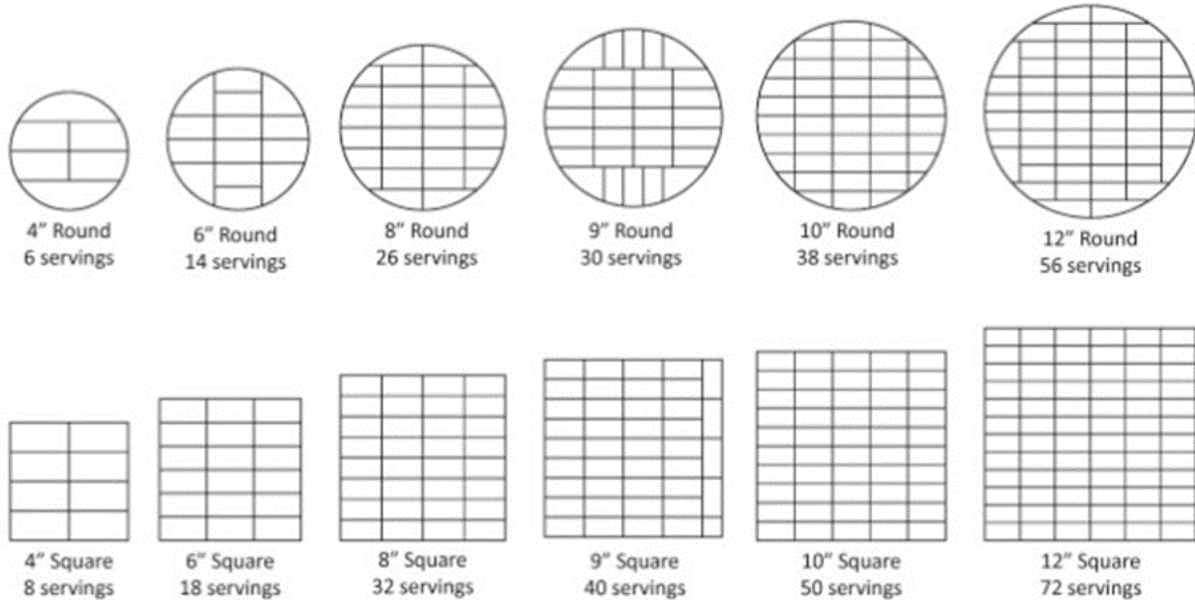
A delivery charge will be added to the order to cover time, fuel and wear and tear to the car. This is usually £10 for CV postcodes and an additional 50p per mile outside of this area.

## **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.

Details of non edible supports and decorations will be on your Order Confirmation form or verbally relayed to you upon collection.

## 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 leftover cake and keep each slice wrapped in cling film, then in an airtight tin or container. Plastic containers can cause the fondant to sweat and decorations to melt.

## **CANCELLATION**

If a cake is cancelled 2 weeks before the occasion date the deposit will be kept and no further action taken. If models, personalised cake toppers that cannot be reused and/or other items have already been purchased this will be deducted the client will pay for these. The client can collect these.

## **RETURNS**

In accordance with Consumer Rights legislation, cakes are perishable foods and we regret that refunds cannot be provided for such products unless they are proved to be faulty or damaged. In the very unusual circumstance of simply 'not liking' the cake, this does not warrant a refund.

Colour of icing may change in a photo or a batch of icing provided. Clients may provide a photo of a colour that is edited or shot under studio lights and is not a true representation of that colour under the naked eye. For example, if a cake is blue, but not exactly the blue you asked for, this does not warrant a refund.

All cakes should be consumed within 24 hours of collection, ideally upon the day of collection, If a cake is consumed after 24 hours of collection we are not responsible if the taste or texture has diminished as it is a perishable food.

If you have any concern regarding the quality of the cake, it needs to be returned within 24 hours of collection or delivery with a minimum of 90% size of the cake with the original box. If not, a refund will not be given. Messages regarding the cake and its return must be made to the Owner at [www.misselliesofcoventry.com](http://www.misselliesofcoventry.com) via the contact form so that it is guaranteed we will pick it up. Facebook messages or WhatsApp messages will not be accepted.

Complaints made after 24 hours, or complaints made without any evidence will not warrant a refund.

## **FORCE MAJEURE**

Miss Ellie's of Coventry will not be liable for consequential damage of any nature for any reason as a result of any act or circumstance beyond reasonable control including but not limited to, strikes, postal strikes, acts of God, fire, flood, accident or act of war, extreme weather conditions, pandemic, civil unrest.

In the event of such an event occurring Miss Ellie's shall be entitled to cancel the Event with immediate notice to the Customer and shall reimburse the Customer all charges paid as at the date of cancellation less such reasonable preparation and administration costs and any non-refundable deposits paid by Miss Ellie's to third party suppliers of services for the Event.

## **ENVIRONMENTALLY AWARE**

Miss Ellie's is committed to eco sustainability and this commitment underpins all we do. Our products are eco friendly, compostable, reusable, recyclable and/or sustainable. Food is locally sourced where possible and we avoid the use of artificial preservatives and ingredients in our food.

## **DATA PROTECTION**

We will process any personal data collected from the Customer for the purposes of administering the booking for the Event. We may also process such data to provide the Customer from time-to-time with information on other services that it provides and other events organised by us if we feel that it will be of interest to the customer. We will not give your details out to any third parties.

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