

Cakes by Helen Terms and conditions

1. A non-refundable deposit of £100 is required to secure your wedding cake and £20-£50 non-refundable deposit for celebration cakes. If you cancel for any reason this will not be returned to you, If I am forced to cancel you will be given notice and refunded in full. By paying the £100 deposit to secure the date for your wedding cake or £20-£50 deposit for your celebration cake you are accepting the below terms and conditions.
2. Quotes are valid for 30 days from the date of creation, prices may change outside of this period, especially from one year to the next if your wedding date changes
3. All cakes are made in a kitchen that works with milk, eggs, gluten and nuts, even if your chosen cake flavour doesn't include these allergens they may contain traces of these products, If a server allergy is known it is your responsibility to inform your guest not to eat the cake due to the possibility of trace allergens.
4. Some cake designs may include non edible decoration, For wedding cakes you and your venue will be informed of these and it's your responsibility to remove them before serving, for celebration cakes you will be informed of this on collection.
5. The final balance of your wedding cake is due no later than 1 month before your wedding, If you cancel after this has been paid it will not be refunded, for celebration cakes final payment is due on collection unless delivery has been arranged, payment must be received in full before delivery can be made.
6. Any amendments to the agreed cake design will be at my discretion and may incur additional fees. The cut off for any changes is 1 month before the agreed completion date, after this they will not be possible.
7. If you have any concerns regarding the cake please notify me before delivery and I will do my best to solve the problem. Once the cake is cut and served, this will signify your acceptance that the cake was fit for purpose and no compensation will be given.
8. All agreed details will be emailed to you, so if you spot any errors or changes you wish to make this is the point of which to do so. This may involve extra charges if it involves extra materials or labour.
9. If you add any decorations to the cake after my delivery or your collection I cannot be held responsible for any damage to the cake, this includes water from fresh flowers spoiling the icing. Flowers provided by your florist should be free from any chemicals or pesticides, please speak to your florist about which flowers are suitable on an edible item.
10. Once your wedding cake is set up at your venue, I am not responsible if someone moves it or places it in an unsuitable location, I will set up in its final location whenever possible and ensure everything is as it should be before leaving, if the cake is damaged after I leave it will be the responsibility of the venue. If you are collecting your cake from me I cannot be held responsible for any damage once it leaves my premises. Every cake is professionally assembled and will be fine if driven carefully on a flat surface. Do not allow your venue to chill the cake in the fridge/do not chill your cake in the fridge as it will ruin the icing.
11. All cakes are baked and decorated with the intention of being eaten on the day of delivery or collection, after this date it is at your own risk that you eat any leftovers as I cannot guarantee or control storage conditions. Fruit cake is the only exception and will keep for several months in a cool dry place.
12. Buttercream, naked or semi naked cakes are not advisable in hot months or in a hot venue such as a marquee, insects and other bugs will enter outdoor venues so If you choose to have a buttercream, naked or semi naked cake it is at your own risk and I will not be held

responsible once set up. Some venues do not like having these cakes so please check with them before ordering.

13. If hiring one of my cake stands, a £100 holding deposit in cash or cheque is required and held on file, Once you have returned the stand in the condition it left me, and within 2 days after your wedding, I will return the holding deposit. If you do not return the stand within 2 days, I reserve the right to withhold the full deposit. This excludes the cost of hiring the stand, which is detailed on your invoice.
14. In the unlikely event that I become ill or am affected by circumstances beyond my control that mean I can no longer make your wedding cake, I will try to find a cake maker that can replace me and a full refund will be given.