WEDDING CAKE TERMS AND CONDITIONS

On receipt of your booking fee we deem that you have 'Accepted' these terms and conditions.

Information About Us: where the ribbon ends at Jervaulx Abbey Tearooms is owned and operated by Gayle Hussan . We are registered with the Environmental Health Office; food hygiene certified and have a 5 Star Food rating.

Booking fee:

In order to schedule your cake on your wedding date, a £100 non-refundable save the date payment is required. Without the save the date fee, we will not hold your date. Priority will be given to the paying customer.

Final Payment:

All Final payments are due 5 weeks prior to your wedding date. If payment is not received by the due date, the cake may be cancelled.

Refunds / Cancellation:

The initial poking fee is non-refundable and non - transferable under any circumstances due to time already spent on consultation and any loss of business due to your booking preventing further bookings on that date.

All cake order cancellations must be made in writing to where the ribbon ends.

We retain the right to cancel the booking in very unusual circumstances beyond our control, such as fire or ill health, we will in this instance refund any money taken in full.

Delivery:

Once the cake is delivered to your venue, this is where our responsibility ends.

Outside Events:

Any cake placed outside, including marquee structures, during an event has the possibility of melting or deforming due to the heat. We are not liable for a cake once it has been delivered or picked up.

Cake Location:
It is the responsibility of the customer to ensure the venue supply a suitable table and location for the cake to be displayed. Once again, we are not liable for the cake once delivered or picked up.
Cakes and dessert items should never be left in direct sunlight or near heating devices.

Delivery:
The cost of delivery and set up will depend on the location of the chosen venue. If the venue is changed and of a further distance, additional charges may apply. We cannot be held liable for any damage that is rendered to the cake at the venue once we have left the premises.
You can arrange for someone to check the cake before we leave, this will be your responsibility.
If we have any concerns and these concerns are expressed to a member of staff, catering staff or members of the wedding party, if these concerns are ignored we can not take any responsibility for any damages that may occur.

Pick-up:
If you choose to collect your cake and transport it yourself, we are not liable or responsible for the cake once it has left our premises. YOU should ensure your vehicle is clean and tidy before collection and we recommend purchasing non slip matting. We do everything in our power to provide a well- structured cake, but please note, cakes can be very fragile so you must drive carefully and slowly.

Design / Alterations:
It is your responsibility to read & check the quote thoroughly; any amendments should be made in writing. If requested, we will endeavour to adjust the design where possible, but sometimes this is not possible according to the nature of the request or amount of notice given. If the alteration affects the cost, or preparation work for the original design has already been undertaken, then your balance will be adjusted accordingly. Please warn us when you pay your booking fee if you are undecided on the design. We reserve the right to change the design at any point if circumstances beyond our control, may compromise the quality of the

finished cake. eg. Melting due to weather. Each cake is made individually by hand, so although every effort is made to ensure consistency, a small amount of variation may occur.

Design Rights:
The specification and design of your cake shall, unless otherwise agreed (for example for Bespoke Cakes,) remain at all times the property of Where the ribbon ends

Allergies & Special Dietary Requirements
Please discuss with us if any of your guests have special dietary requirements. Cakes can be made egg free / alcohol free / without nuts by request. But please be aware cakes are baked in a kitchen that uses the above ingredients.
We will provide ingredients list to your venue, it is your responsibility to make us aware of any allergy information prior to your event, by writing.

Non-Edible Items
Most cakes contain small proportions of inedible items, it is the clients responsibility to ensure these are removed by your caterer/guests before consumption eg. Support dowels in tiered cakes, ribbon, wires in sugar flowers, Swarovski crystals, flower picks & flower tape (where fresh flowers are used). Some flowers (eg. Ivy are poisonous and not suitable for use on food products, you should notify your flower supplier of your intention to use the flowers on food to ensure that non poisonous flowers are used.

Fresh Flowers
If you would like us to decorate your cake with fresh flowers, we can source organic edible flowers .
If you decide to use your own florist please ensure they know of their intended use and should be organic and non toxic. Unless otherwise arranged flowers should be prepared in arrangements ready for me to place on the cake with a food safe plastic pick. Please bear in mind that some flowers are poisonous such as Ivy, Hydrangeas and Daffodils. Please inform your organic flower provider that you intend to use the flowers on a cake. Non edible flowers should be removed before cutting and not left on the cake for longer than 4 hours.

Best Before Date
Your cake is baked to ensure it is fresh for the date of your event. We cannot guarantee its quality if it's consumed more than 48 hours after the event. Our cakes are made entirely of natural ingredients. We'd like to remind you that because of this they will not have the extended shelf life of most supermarket cakes which contain additives & preservatives. In order to keep your cake in perfect condition it must be stored out of sunlight and at room temperature. Cakes should not be refrigerated prior to cutting or serving. Stacked cakes will be supported by plastic dowel food safe rods which should be carefully removed prior to serving. Some elements of your cake may not be edible i.e diamante trimmings, crystal decoration.

Hire of Cake Stands /Accessories
If you would like to hire a cake stand or decorations, then it is your responsibility to ensure a deposit is provided (as a separate payment), otherwise it shall be presumed that you do not require it and the item will not be left at your reception.
Please make arrangements to ensure the stand is safely returned the week after the wedding or arrange for ourselves to collect and a separate collection fee will be due. If the stand and/or accessories are found to be damaged or defective following hire we shall retain your deposit so as to replace the broken item/s.

Complaints:
Any refund given for disputes regarding a cake design or production of a design are completely at the discretion of where the ribbon ends and are not automatic. Full refunds will never be given for any cake which has been consumed regardless of the dispute, as consumption of the cake is viewed as your acceptance that the cake is adequate for the purpose for which is has been supplied. All cakes delivered to venues are photographed from different angles to show cake quality on delivery. We do not accept any responsibility for loss or damage to the cake, decorations and stands once the cake has been delivered to the venue or collected from our premises. We highly recommend a member of the family / event manager as the designated point for the day to help ensure all runs smoothly. If you have concerns about your cake please notify us upon

delivery / inspection so that we have the opportunity to rectify it in time for your event. All other concerns should be made in writing and evidence of the fault should be included. A refund is only given if the uneaten cakes are returned and is unsuitable for consumption / not as described in the written quote. No refunds are given due to change of mind. In the unlikely event of late delivery (defined as delivery after the start of the wedding breakfast), the maximum compensation will be 10% of the full cost. We ask for patience with factors that may be beyond our control (e.g. traffic conditions) as we cannot be held liable for any such delays.

Gayle Hussan
Where The Ribbon Ends

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