

TERMS OF SERVICE

TERMS AND CONDITIONS CELEBRATION ORDERS

Once you've decided to go ahead with your bespoke order, to secure your date & order we require a 30% non-refundable deposit. For Celebration orders an Invoice will be sent to you for you to pay your deposit. We will hold this date for you for 24hrs to give you time pay this deposit. Once you have paid the deposit you are all booked in and will need to pay the remaining 70% balance on your order 1 week before your collection date. If your order is under £50, then it is payable in full at the time of ordering. If you have requested a delivery service, the cost of this will be included in the final, agreed price.

STORAGE

To keep your cake in a perfect condition it must be stored in the fridge. Once cut we recommend you storing the remaining cake at room temperature. Before eating please allow your cake slices to come back to room temperature. Please consume your cake within 5 days. A FULL cake care guide will be sent over to you upon booking along with a How to Find Me and transportation guide.

WEDDING CAKES

All wedding cake prices are tailored to each design. Once a quotation has been sent, your date will be held for 1 week. To secure your date a 50% non-refundable deposit must be made. An Invoice will be sent to you 4 weeks before your wedding day for the remaining 50% balance on your order to be paid. If you wish to pay in multiple instalments, this can be arranged upon confirmation of the order.

Dates are not secured unless the deposit has been paid. Wedding cakes with less than 4 weeks' notice will have to be paid in full. Any changes made to wedding cakes must be made at least 6 weeks prior.

Once a cake has been delivered and set up, we cannot be held liable for

## 1. MINIMUM BOOKING FEE FOR WEDDINGS

Due to demand, there is a minimum fee of £500.00 for Wedding Cake and £560.00 for bank holiday bookings and weekends in August.

The minimum booking fee does not include travel expenses.

## 2. BOOKING FEE AND PAYMENTS

Immediate payment of a non-refundable, and non-transferable,

## 3. IF YOU CANCEL OR CHANGE YOUR BOOKING

All contact, whether it be general enquiries or changes to a booking, must be from the bride or person responsible for the booking only. We are unable to accommodate further contact from bridesmaids or relatives due to the volume of bookings we manage and emails received.

If there are any changes to the original booking, the person responsible for booking must inform us either by phone call/ letter or email as soon as possible. We will try to accommodate changes to dates etc. However, this is subject to availability only.

Cancellations: in the unfortunate event that you have to cancel your booking or reduce booking numbers (after submitting your booking form and deposit) cancellation charges are as follows:  
3-6 months prior to wedding day - 50% of the remaining balance for cancelled services due

1-2 months prior to wedding day - 75% of the remaining balance for cancelled services due

You will not be refunded for any cancelled services within 1 month prior to wedding day and full payment is due.

Should you cancel your booking or individual services 6 months or more before your wedding date, you will not be billed. Deposit is non-refundable.

All cancellations must be put in writing by the named person on booking form. The day we receive your letter of notification of cancellation is the date on which your booking is cancelled.

#### 4. EXTREME WEATHER CONDITIONS OR DELAYS EXPERIENCED ON THE DAY

If we experience unforeseen delays which are out of our control, such as severe weather conditions or unexpected traffic congestion, compensation will not be offered if we exceed our allocated time and refunds will not be given in the event that one or more services are forfeited as a result.

#### 5. HEALTH & SAFETY

We ensure that all health and safety precautions are strictly adhered to. However, in any event of an accident caused by equipment breakdown or inattention which causes injury to any member of the wedding party on the booking form or damage to their property are advised to contact us immediately and if necessary, seek legal advice.

Thank you for your understanding and cooperation. If you have any further questions please contact us or see our FAQ'S on our website [Chellbells.com](http://Chellbells.com).

By paying your deposit you agree to the above terms and conditions.

