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WEDDING Terms and conditions for Sugar House – Custom Cakes

All cakes made by Sugar House are subject to the following terms and conditions. By making a payment/deposit, it will be deemed that the terms are understood and accepted as applying to your order.

How to Order:

Please provide the following information *VIA FACEBOOK MESSENGER (preferred) or EMAIL:*

- Wedding date
- Venue location
- Number of servings needed
- Bridal and grooms/ bridal only
- Design ideas

*****Order is placed once quote is given, deposit is received, and wedding contract is signed*****

Consults: The majority of our communication is done online. We kindly request that any consults be scheduled. We will not be able to accommodate walk in consults. Please assign one person to handle the communication, as multiple people can confuse the process.

Cost: Wedding cakes have a base price of \$6.00 per serving.

Design: Fondant, complex designs, square shaped tiers, and specialty flavors/ fillings can increase base price. Please provide a design inspiration picture for base price quote. Any cake ordered from a picture or photo of a cake produced by any other cake maker can only be reproduced by Sugar House as our interpretation of that cake. Due to copyrighting, the cake will not be an exact reproduction of the cake in the photo, but can be similar.

Deposit & Payments: A deposit of \$100 per cake is required to reserve a wedding date. Deposit amount is deducted from final balance. Deposits are transferrable (one time only) to another wedding date (within 365 days), but are NOT refundable- NO exceptions! Final balance will be accepted anytime after order is placed, but must be collected NO LATER than TWO WEEKS prior to wedding date. Failure to pay the balance two weeks prior will result in a \$50 (per day) late fee. Any cake not paid for within 7 DAYS of wedding date will be CANCELLED.

Payment accepted: Cash, Check, Card (3.5% fee in house) and Venmo (@sugarhousefairhope). Do not send Venmo payments as “goods and services”. These payments will be rejected. For any over the phone card transactions there will be an additional 8.5% fee.

Tax: Baldwin County sales tax is 9%.

Refunds: If an order is cancelled with more than 3 weeks, a refund will be given for all payments placed, except for the \$100 non-refundable deposit. If order is cancelled less than 3 weeks prior, no money will be refunded. If cake has already been delivered/ picked up, the cake must be returned in full to be considered for a refund. Once the cake is cut it will be deemed satisfactory for the event intended.

Groom's cakes: Groom's cakes can be lots of fun! Please provide design ideas and number of servings needed so we can provide a quote. Base price is \$6.00 per serving. Serving split recommended is a 60% bridal/40% grooms.

Cake stands: Cake stands are available for rental. Stands must be returned within 72 hours of event. Any damage sustained to stand will result in forfeit of the \$50 reimbursement. Please DO NOT clean cake stands- many cleaning products ruin the tarnish. If you provide your own stand, stand must be waiting at venue upon delivery. Any stand deemed unstable will not be used. Please make sure stands are sturdy and non-moving. Cakes will NOT be placed directly on food stands as most are not food safe. Please provide color of cake stand so that cake plate can match; White will be used if not specified.

Allergies: All of our cakes contain gluten, eggs, and dairy products, so are not suitable for those suffering from intolerance or allergies to these particular foods. Please be aware that our cakes may contain traces of nuts and/or nut oil. Sugar House will not be held responsible for anyone suffering from allergies. It is the client's obligation to inform Sugar House in a written form for any dietary requirements. Non-edible items may be used as decorations or packing for the cakes. It is the client's responsibility to ensure that any non-edible items are removed prior to consumption.

Flowers: It is the client's responsibility to provide all florals (real or artificial). The responsibility of the flower safety and safe food practices will rest with the florist/ client and not with Sugar

House. Flowers must be waiting at venue upon delivery. Florists may also place flowers, if desired. Flower placement is included in delivery charge. Please provide a picture of floral placement when final payment is made. If no picture is provided, florals will be placed per bakers preference. If Sugar House is applying flowers then the flowers MUST be on the cake table at time of delivery. Sugar House is not responsible for locating flowers at venue.

Top Tier: Sugar House prices cakes with the assumption that the top tier will be used to serve guests. If you wish to keep/freeze the top tier, please inform us upon ordering. Also inform your coordinator or venue that they are responsible for saving the top tier. Sugar House strongly suggests taking advantage of our complimentary one year anniversary cake. Simply contact us one week prior for pick-up arrangements.

Toppers: Toppers and other specialty items are the client's responsibility to order. These items must be waiting at venue upon delivery.

Dummy cakes: Artificial tiers or "dummy cakes" are available as an option. "Back of the house" serving cakes are also available. Please note, these options are not a "price cut".

Serving: We do not offer full service, but will supply a cake cutting guide if requested. Wedding cakes contain dowels for support that need to be removed during cutting.

Storage: Cakes need to stay refrigerated and cold. Cakes will typically be dropped off 1-2 hours before wedding.

Heat and outdoor events: Cakes are made with ingredients that will melt when temperatures are high. Cakes should not be left outdoors or in warm areas. If you have chosen to have your cake displayed in direct sunlight, in an outdoor area, or in an area without bad/no air-conditioning, Sugar House is not responsible for damage, including: melting, leaning, bulging, debris from wind, insects, un-level ground, un-level tables, or un-stable cake stands. If you have chosen to pick up your cake, Sugar House is not responsible for any damage after cake has left the shop.

Delivery: Delivery fee is based on location, with a range of \$75- \$300. Additional fees may apply on Holidays and Sundays. Detailed instruction and delivery timeframe needs to be set up and discussed at time of final payment. Also, inform of any unpaved roads, steep inclines, excessive potholes, or any other unpleasant road conditions prior to delivery. Once cake is delivered and set up upon satisfactory, the cake is then the responsibility of the clients and venue. Sugar House cannot be held responsible for any damage after departure. If you forego delivery, you must sign a pickup waiver. Please read the following pickup instructions.

Pick-up waiver: If you have chosen to pick up your cake, Sugar House is NOT responsible for damage to cake after it has left our supervision. Damaged cakes will NOT be refunded or replaced. Cakes will be fully assembled.

Final decisions: When RSVP's are received, guest count can often change. Any changes to serving size, design, or flavors must be finalized a minimum of 3 weeks prior to wedding date.

Tastings: A variety of cupcakes is available Tuesday- Friday, 10-4 pm and Saturday 10-1pm. Get there early for best selection. If you would like to call ahead and let us know you will be stopping by, we can put together a tasting box before you arrive. We offer a large variety of flavors! Tastings are not to try every flavor, but to make sure that Sugar House produces a quality product. Tasting are to-go, with seating available in house as well.

Flavors: Please see separate flavors list. Recommended is 1 to 2 flavors for bridal and 1 flavor for grooms. If no flavor is chosen before the 1 week finalization deadline, Almond will be selected.

Dessert tables: Sugar House offers many items for dessert tables including: cookies, cookie sandwiches, cheesecakes, cupcakes and mini cupcakes.

If you have any questions, please contact us *VIA FACEBOOK MESSENGER or EMAIL* and we will be happy to answer. We look forward to making your special day extra sweet!

I understand the terms and agreements as listed above.

Signature: _____ Date: _____