



POLICY + TERMS

Please be sure you are aware of all CLARKE CONFECTIONS policies prior to booking. By putting a payment or deposit down, you are agreeing you have read and understood all the information below.

DEPOSITS + PAYMENT

Once a deposit is down, changes are allowed up until (2) weeks of major events, or a week prior for birthdays. Deposits are nonrefundable but can be put towards a new order if used within 6 months. Your order is not booked until a deposit is made.

Orders made less than 1 month in advance will be required to pay in full unless otherwise discussed.

RENTALS

(When Applicable) The dessert trays & tiers will be a mix of rustic styled wood, black & white pieces and galvanized steel.

When all rented items are returned in the conditioned they were received, the security deposit will be refunded back to the buyer. Each rental is for the arranged time unless discussed otherwise, prior to the day of the event. Renter or a trusted friend of renter are responsible for returning items unless otherwise set up prior to the event.

ALLERGY WARNING

ALL items are prepared in the same kitchen including but not limited to gluten, soy, dairy, eggs, all types of nuts, products containing shellfish and other allergens. While we do our best to

prevent cross contamination, products we use have the possibility to contain trace amount through their own manufacturing process.

Please be advised that some

Clarke Confections is not responsible for any injuries or allergic reactions during/or after event.

Financial responsibility lies solely on client for any unforeseen incidents.

DELIVERY + PICKUPS + SET UP

If you would like to have your order delivered, please set up prior to your event day. Most local orders come with free delivery in the twin falls area. Other cities will have a fee assessed depending on location.

We ensure that all of our orders leave in pristine condition. We are not responsible for any damage to an order after they leave the hands of Clarke Confections. We ask you inspect your order to make sure they are to your standards.

We ask you please follow your "care card" on the box of your order (if a delicate order is placed) to ensure proper handling. Orders should be placed on the floorboards on your car (NOT SEATS OR ON LAP) or trunk if you have a lift gate.

Please do not keep your order in any warm/hot spots or directly sunlight as your order WILL melt. This includes under any direct vents indoors and in your vehicle .

If your event is outside, please be advised we cannot control the elements of nature where insects & critters may be attracted to sugar to satisfy their own sweet tooth.

If your order is not picked up on the day you requested your order to be ready, it may be rescheduled for PICK UP ONLY if & only our availability allows. Please note that these are perishable items, and we want you to enjoy them as fresh as possible. If you item is not

Pick up times are limited depending on delivery times for that day so please inquire to set up a time that will work best for you so we can assure we are available. Please arrive during this time frame. If you are running late, please call, text or email to let us know so we can plan accordingly. We have several orders going out daily.

If you are running late without notice, we may or may not be available when you arrive to pick up your order. Your pick up will need to be rescheduled when we are available next.

Please understand we service areas as far as Sun Valley to Glenn's Fairy to Burley-if you do not arrive at the set up time, your pickup may not be rescheduled for the same business day.