TERMS AND CONDITIONS

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DEPOSITS:
A 25% non refundable deposit is required to hold the date for your cake(s). Without the deposit, we will not hold your date. Priority will be given to the paying customer.

FINAL PAYMENT:
All Final payments are due 1 month prior to your event date. If payment is not received by the due date, the cake may be cancelled.

REFUNDS/CANCELLATION:
The initial 25% deposit 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.
In the event of cancellation the following charges will apply:

From booking until 8 weeks before event date – Deposit retained
Between 8 weeks and 1 month before the event – Deposit retained and half of outstanding balance to be paid.
From 1 month before the event – full payment required.

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.

OUTSIDE EVENTS:
Any cake(s) placed outside during an event has the possibility of melting or deforming due to the heat. We are not liable for cakes once they have 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(s) to be d isplayed. Once again, we are not liable for the cakes once delivered or picked up.

DELIVERY:
The cost of delivery and set up at your venue is included in the price quoted. 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. It is with this in mind that we require somebody responsible, to check that they are happy with the cake before we leave.

PICK–UP:
If you choose to collect your cake(s) and transport it yourself, we are not liable or responsible for the cake(s) 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 deposit 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.

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.

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.

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, so 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 & preservative.

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. The deposit for one of our cake stands varies between £25-£70. This is dependent on the value of the item. Please make arrangements to ensure the stand is safely returned the week after the event.

COMPLAINTS
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. We highly recommend a member of the family / event manager as the designated point for the day, to help ensure all runs smoothly. 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 are 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 (eg traffic conditions) as we cannot be held liable for any such delays.

By paying the deposit, you are agreeing to these terms and conditions.