

Terms and conditions

Disclaimer

I ask that you check your cake upon collection/delivery to ensure that you are happy with everything, and all the details are correct.

A signature is required upon receiving your cake, confirming that it is in good condition and as specified.

Set up

If a cake is to be set up after being delivered by me, I will give your venue management instructions on how to care for your cake. A signature will be required confirming that the cake has been set up and left in good condition, a photograph of the cake will be taken prior to my departure to verify this. After this, your venue management will be responsible for the care of your cake and although I will do my utmost to help repair any damages, I cannot be responsible for any damages made after my departure.

Toppers

Some handmade toppers/models will have inedible florist wires or cocktail sticks in them. If your cake contains these, you will be verbally informed of this on collection/delivery and it will also be written on a label which can be found on the bottom of the cake box. It is your responsibility to remove any wires/cocktail sticks from toppers if they are intended to be eaten.

Dietary requirements

Please inform me of any dietary requirements/allergies when ordering a cake. Although extra care is taken to ensure that cakes with dietary requirements do not contain ingredients such as nuts, gluten, dairy and wheat I do keep these in my kitchen, therefore I cannot guarantee any cake does not contain traces of these or other ingredients.

Transport

Please note that I will not take any responsibility for any cake that has been damaged during your transportation. All cakes will be secured on a heavy-duty cake board and boxed and covered accordingly. I advise that you transport the cake somewhere flat like the footwell or boot of your car, and use something heavy duty to block off any surrounding empty space to prevent your cake from sliding around and getting damaged! Also, extra care must be taken in hot conditions therefore air-conditioning in your vehicle is highly recommended.

Portion guide

Portion guides are intended as an approximate guide only. Portions will vary dependent upon how the cake is cut. Instructions on how to cut your cake will be provided with large celebration cakes.

Heat

Fondant, sugar paste toppers, buttercream and chocolate are all sensitive to heat! Hot or humid weather could cause melting, stickiness, sweating or drooping. Please ensure that your chosen venue is equipped with air conditioning or has a suitable cool/dry area to display your cake especially during hot weather. Never display your cake in direct sunlight.

Storage

Cakes must be stored in a cool dry place but not in a fridge! A fridge can cause fondant or sugar paste to go sticky or a cake to dry out. Instructions on storage will be written on the base of your cake box.

Best before date

I recommend that all cakes are consumed before the best before date which can be located on the base of your cake box.

Complaints/refunds

In the unlikely event that you are not happy with your cake for any reason, the cake will need to be returned to me uneaten, and within 24 hours to be considered for a refund.

Deposits and final payments

Orders will be secured with a 25% non-refundable deposit at the time of ordering for anything over £50. The remaining balance will be due on the date of collection/delivery, excluding orders over £100 which will be due 3 weeks prior to the date of your occasion. I accept payment via cash, bank transfer or cheque, please note that bank transfers and cheques must be cleared before the payment is due so please allow time for this.

Changes to orders

If for any reason you wish to rearrange the date of collection/delivery, I will try my very best to accommodate these changes without any additional charges, provided sufficient notice is given and that I can provide a cake for the rearranged date. However, if I am fully booked on your new date and cannot provide the cake it will not be possible to refund your deposit. Any additional changes made to the order e.g. flavour/size/decoration of the cake must be notified to me no later than two weeks before the event, this may affect the balance due, and your invoice will be adjusted accordingly. A new order form

will also be completed to confirm all new details. Please note no changes can be made within two weeks prior to collection/delivery.

Cancellations

If an order is cancelled up to 2 weeks prior to the required date, 50% of your order will be refunded. Orders cancelled within 2 weeks prior to collection/delivery full payment will be due. All cancellations must be made in writing.

In the unlikely event that I am unable to complete your order due to illness/accident then a full refund will be given.

Late or non-payments

Late or non-payment could result in loss of your booking date. In the event of a late or non-payment, the order will not proceed until alternative funding has been arranged and payment is made in full. In these circumstances completion of the order on the required date will not be guaranteed and becomes subject to availability.

Return of Hired Equipment:

All stands require a deposit, in addition to the hire charges which will be fully refunded on return of the hired stand. Any damages will be deducted from the deposit. In the event that damages are excessive, or a loss has occurred then the deposit will be retained. All stands must be returned within 5 days.