



TERMS & CONDITIONS

IMPORTANT INFORMATION - please read before sending your deposit & confirming your order

CAKE ORDER

Your cake order is not booked until your deposit/payment has been received and you have received an order form confirming this. Your total/deposit/payment amount information will be detailed on your order form. It is your responsibility to check all details on your cake order are correct. These include

Your details
Cake date & time collection/delivery details
Cake size
Cake flavour/s
Dietary/allergy requirements
Decoration requests
Inspiration images
Price
Deposit & payment details

All cakes are baked and decorated to order to ensure freshness. Stored correctly, your cake should be enjoyed within 5 days. Please ensure you read my separate guide to transporting & storing your cake

CAKE DESIGN

Your cake will be made in keeping with my own style using your colour/theme/design requests as detailed on your cake order. I do not make copies of cakes and any images provided by you are used as inspiration and a guide only. If you would like to see the style of cakes I make please visit my website gallery.

If you have specific requests for decoration they must be agreed at the time of booking and detailed on your order form.

Standard pricing includes a buttercream finish and if required, 2d card toppers and/or printed icing to suit your theme/name/age and/or faux flowers.

I do not offer fondant, plastic figures, fresh flowers, fresh fruit or any decoration outside of the above as a part of standard pricing. If you require any of these things please request them when you enquire and I will let you know any additional cost and whether this is something I can facilitate.



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DEPOSITS & PAYMENTS

Your deposit confirms your booking. All deposits and payments made are non refundable. If you need to change your booking date once confirmed please get in touch - I may be able to move your deposit or any payment made, subject to discussion and availability.

Your deposit amount is dependant on how far in advance your booking is and the total amount of your order.

Bookings £30 and under and bookings made within 1 week of ordering are payable in full and payment is non refundable.

Bookings over £30 and under £150 are as follows

Booking date within 3 months - 50% non refundable deposit required to book, 50% balance payable on collection/delivery

Booking date more than 3 months away - 25% non refundable deposit required to book, 25% payment 4 weeks before, final 50% balance payable on collection/delivery

Bookings over £150 are as follows

Booking date within 3 months - 50% non refundable deposit required to book, 50% balance payable 4 weeks before

Booking date more than 3 months away - 25% non refundable deposit required to book, final 75% balance payable 4 weeks before

Payment is by BACS, details will be on your order form

DIETARY REQUIREMENTS & ALLERGIES

I can offer vegan, dairy free, egg free, gluten free and nut free options. While the best care is taken with ingredients, I do not run a free from kitchen and so there is a risk of cross contamination. I suggest you consult those of your party with dietary and allergy requirements before booking and consider ordering from a free from kitchen for these options.



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COLLECTION

Normal collection times are Monday 4 - 6pm and Tuesday - Friday, 9 - 10am or 4 - 6pm. If you need to collect outside of these times please ask when booking and I will do my best to facilitate. Please confirm your collection time at the time of ordering. If you need to change your collection time please let me know ASAP

Your cake will be boxed and ready for you to collect. Please ensure you have read my guide to transporting and storing your cake prior to collection. It is your responsibility to ensure your cake arrives at it's destination safely.

DELIVERY

Delivery is subject to availability and may have an additional cost. If you would like delivery please request when you initially enquire. Delivery times are Monday 2 - 3pm, Tuesday - Friday 11am - 12pm or 2pm - 3pm. If you need to delivery outside of these times please ask and I will do my best to facilitate. Any changes can be requested up to a week before.

NON-EDIBLE DECORATIONS

Your cake may include non-edible decoration that need to be removed before your cake is cut and served. This includes cake toppers, floral decoration, cocktail sticks and internal supports. You will be informed of these on collection/delivery and it is your responsibility to take due care when serving your cake.

By sending your deposit you agree to these terms & conditions for your cake order. If you have any questions please get in touch.

Mags x