

Booking and Payment:

To secure your booking full payment will be required. If this is not possible, then a deposit will be required in order to secure your booking. The date will not be confirmed and secured until the full payment/deposit has been received. The final cleared balance will be due 4 weeks before your delivery/collection date.

You can pay by Bank Transfer, Paypal*, or Cheque (payment required min 1 month in advance).

Your cake/bake(s) will be produced exactly as detailed on your Booking Form. Please check this very carefully. If anything is incorrect or missing, please return the Booking Form and advise of the amendment required. By paying the deposit, you are confirming that the Booking Form/Invoice is correct and what you wish Cake-tastic Worcestershire to proceed as stated.

*In order to prevent further charges as a result of paying via Paypal, please ensure that you select 'PAYING FRIENDS & FAMILY' option, as opposed to 'Paying a Business'. If you prefer to select the latter, you will need to send an additional 3.4% + 20p to your order value. (E.g. if your order total order value was for £20 + 3.4% + 20p = £20.88 to be sent.

Your order will only be created, or Class delivered once the full balance has been received.

Deliveries:

Delivery is an optional extra. The charge will depend on the location of the delivery in relation to my Business. If you prefer to collect, please let me know.

- **Deliveries:** Cakes will be delivered to the address detailed on the Booking Form, on the time and date stipulated. I will then absolve myself of any further liability after delivery has taken place. Therefore, any damage sustained to the Cake after will not be covered.
- **Collection:** Cakes are to be collected at the time and date stipulated on the Booking Form. Any orders not collected that day will be retained and sold, with no refund/exchange given. If you are delayed, please advise me as soon as possible and remain in telephone contact. Once collected and removed from my Studio, you are then liable for any damage sustained to the cake, whether that be caused by yourself or others e.g. venue staff.
- When collecting your cake, please could you park opposite my Studio, please do not block access to the other Units/Businesses. You can also park in the gravel Car Park (on the left hand side when you enter Craycombe Retail Park)
- **Postal Deliveries:** Your Cake/Bakes will be made and packaged using postal secure boxes/envelopes. It will be delivered carefully and safely to the Post Office or collected by a Parcelforce Courier. Once the Box and contents leaves me, I am then no longer responsible for it and how it is cared for.

Allergens:

Cakes/Cupcakes/Bakes will contain Gluten (Flour), Dairy (Milk) and Eggs, unless otherwise stated. I can cater for certain allergies, however please consider that I work in a kitchen that is full of ingredients and can therefore not fully guarantee it will be 'free from' a certain ingredient. I will do my best to accommodate allergens by using alternative ingredients, but I accept no liability for customers suffering allergic reactions from eating Cake made by me.

How to store your Cake:

Please keep your Cake in the cake box until you need it.

Posh Victoria Sponge – contains fresh cream, so must be kept chilled. Remove from the Fridge approx. 20 minutes before you wish to serve, and allow to come to room temperature.

Fondant covered Cakes – must NOT be placed into the Fridge, as this will make the Fondant cease, and spoil the look of the Cake.

Buttercream Cakes – please keep in the Fridge. Remove approx. 30 – 40 mins and allow to come to room temperature, before you wish to cut/serve the cake.

Cake Stand Hire:

The Cake Stand Daily Hire rate depends on the stand chosen, and there will also be a Damage Deposit payable (the amount of the deposit depends upon the stand required and the cost to replace it, should it be damaged). You are responsible for returning the Stand to Cake-tastic Worcestershire the morning following your Event.

Photos will be taken of the stand immediately prior to you collecting it, and again upon return. Should any damage be sustained to the Stand, you will be notified in writing, with accompanying photos. If the Stand is damaged, the Damage Deposit will not be returned. Instead the funds will be used to purchase a replacement Cake Stand.

If the damage was caused by the Venue/Staff, as opposed to your Guests, you will be responsible for approaching the Venue and pursuing redress.

Flowers on Cakes:

Flowers placed onto Cakes will be prepared (three methods available: stems wrapped, wax sealed, wrapped and placed into flower holders – the most suitable will be chosen for your Cake) by me to prevent contamination. As much as possible I will do my best to ensure the petals do not touch the Cake. However, I will not take responsibility for any illness suffered by yourselves or any Guests as a result of using fresh flowers on your Wedding Cake.

Doggie Cakes:/Cupcakes

Your Doggie Cake will be produced exactly as detailed on your Invoice. Please check this and the delivery/collection date very carefully. If anything is incorrect or missing, please advise me of the amendment required in writing. By paying the final balance, you are confirming that the Invoice is correct and what you wish Cake-tastic Worcestershire to proceed as stated.

All Doggie Cakes are made from natural ingredients including Vegetables and Legumes.

Cancellations (Cakes & Classes):

Once you have been issued with your invoice your booking is confirmed. Any cancellations following issue of your invoice, will then incur a cancellation charge of £20, plus the cost of any work done/items purchased in which to create your order/teach your Class.

If your Celebration/Event/Class is cancelled e.g. as a result of illness, injury, Government restrictions, double booking, please notify Cake-tastic Worcestershire as soon as you become aware.

Cancellations received within 4 weeks prior to the delivery/collection/Class attendance date will not be eligible for a refund. Instead you have the option to rearrange your date, or use the balance as a credit against another cake/class. I will do my best to accommodate your alternative requirements and date, but please bear in mind that if your Celebration/Event/Class is rearranged this may result in a price increase in line with inflation to cover the cost of ingredients and materials used to create your Cake/Class.

All notifications received more than 4 weeks in advance of your delivery/collection/Class, will be entitled to a refund, minus the deposit and the cost of any items already purchased, or work completed.

Other:

Please note, candles will not be provided, unless requested at time of booking, which would incur additional cost.

Copyright Laws:

Due to UK Copyright Law, I am unable to make identical copies of cakes as detailed in photographs/pictures/advertising either in magazines or online. I can however, create a similar, personalised version to your requirements.

Privacy Statement:

Cake-tastic Worcestershire is committed to protecting your personal data. It is gathered only to create and deliver your order to you. Your data will not be shared with anyone else and will be kept securely. If any of your details change, then please advise Cake-tastic Worcestershire, to ensure that your data is kept up to date. In addition, your data will not be retained any longer than is necessary and will be disposed of securely. If you have any questions on any of the above, please contact Cake-tastic Worcestershire.

