

Cake-tastic Worcestershire *Wedding Terms & Conditions*

Booking and Payment:

To secure your booking a non-refundable deposit will be required. Your date will not be confirmed and secured until the deposit has been received. You can pay by cash or Bank transfer.

The final cleared balance will be due 6 weeks before your Wedding Day.

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

You can pay by cash, Bank Transfer or Paypal*.

*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 £100 + 3.4% + 20p = £103.60 to be sent.

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

Deliveries:

Delivery to the venue is an optional extra. The charge will depend on the location of the venue in relation to my Business. I will automatically include this cost in the quotation, if you prefer to collect, please let me know.

- **Collection:** Cakes are to be collected by the time and date stipulated on the Wedding Consultation Form / Invoice. 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 premises, you are liable for any damage sustained to the cake/cupcakes, whether that be caused by yourself or others e.g. venue staff.
- To avoid damage, please ensure the cake/cupcakes are placed in your Boot or Footwell, and not placed on seats or on someones lap. Please where possible avoid speed bumps, and take corners slowly.
- **Deliveries:** Cakes/Cupcakes will be delivered to the venue address detailed on the Wedding Consultation Form, on the time and date stipulated. Once delivered to the venue, I will set the Cake up, or if you request, I will leave it with a named person. Any damage sustained to the Cake or the Stand after I have left is your responsibility and I absolve myself of any further liability.

Allergens:

Cakes 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.

Cake Stand Hire:

The Cake Stand will be delivered, and your Wedding Cake set up on it. The Cake Stand Daily Hire rate is £30, and there will be a damage deposit payable (the amount of the deposit depends on the stand requested and the cost to replace it, should it be damaged, or stolen).

Photos will be taken of the stand at the venue, immediately prior to set up and again upon collection. Should any damage be sustained to the Stand, you will be notified in writing, along with accompanying photos. If the Stand is damaged, or stolen, the Damage Deposit will not be returned. Instead the funds will be used to purchase a replacement Cake Stand.

You are responsible for returning the Stand to Cake-tastic Worcestershire, the day after your Wedding Day, unless otherwise pre-arranged (in writing) and the accompanying travel cost paid in advance. The damage deposit will be returned within 48 hours of receiving the Cake Stand, without any damage/markings sustained.

Cancellations:

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

Cancellations received within 12 weeks prior to the delivery date will not be eligible for a refund. Instead you have the option to rearrange your date. I will do my best to accommodate your alternative date, but please bear in mind that if your Wedding is rearranged and the date is in excess of 12 months in the future, this may result in a small price increase in line with inflation to cover the cost of ingredients and materials used to create your Wedding Cake.

All notifications received 12+ weeks or more in advance of your delivery, will be entitled to a refund, minus the Reservation fee and the cost of any work undertaken / items already purchased in which to create your Wedding Cake.

Flowers on Wedding Cakes:

Flowers placed onto Cakes will be prepared (two methods are available: stems wrapped, wax sealed 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 Wedding Cakes:

Your Doggie Wedding Cake will be produced exactly as detailed on your Wedding Consultation Form or 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 Wedding Consultation Form or Invoice is correct and what you wish Cake-tastic Worcestershire to proceed as stated.

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

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.