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**Beauty and the bakes 2024 terms & conditions**

\*\*Full terms & conditions for beauty and the bakes are detailed below. By making an initial payment it will be deemed that the terms are understood and accepted as applying to your order\*\*

**Allergens and special dietry requirements**

My cakes and bakes may contain or come into contact with some or all of the 14 named food allergens. SPECIFICALLY, milk, eggs, gluten, fish (in some sprinkles), wheat, nuts, soy, and others. As my kitchen is small and i don’t have separate equipment to cater for allergies and dietry requirements i cannot gaurentee my products will not come into contact with these allergens.My cakes and bakes are made in the same kitchen where nuts and other allergens are present and stored. All of my cakes and bakes contain dairy and eggs. it is widely accepted that individuals who have allergic reactions to certain foods should take extra care to scrutinise food labels and allergen labels more closely than the average consumer does. This also relates to anyone with an auto immune disease such as coeliac disease which is triggered by gluten, a protein widely used in baking. When placing an ORDER, you agree to notify your guests of this risk and I am not liable for any allergic reactions.

**prices/payment conditions**

Following your enquiry, your quote is valid for 4 weeks, paying your initial payment/deposit (see below) secures this price & prevents any further price increases, except in exceptional circumstances beyond our control e.g. exceptional fuel price increases etc, cost of living prices. I will always try and let you know of any price changes with plenty of notice.

A non-refundable deposit of 20% (total of the product/service & delivery price) is required in order to secure the commission of your cake and chosen date with beauty and the bakes within 24 hours.

unless otherwise specified. if you wish to secure the date, without yet having a cake design and final price, a £10 payment can be made within 24 hours. The design and final price will be agreed at least 2 weeks before collection date. Does not apply to wedding cakes.

Your order is not confirmed until your deposit has been paid. If your booking fee is not paid within 24hrs your date will become available again to others.

By paying your initial payment/deposit you accept and understand the terms and conditions/details of your order.

The Final balance of your product/service is required to be paid the week of collection, a confirmation message will be sent to you detailing collection times and final payment details.

Payments should be made by sum up payment link, cash, or card payment in person (when collecting only).

in the case of technical difficulties using sum up, bank transfer is accepted and these details will be given to you apon request.

Please let us know with confirmation of payment in order to prompt acknowledgement of the payment, and a receipt will be sent if requested.

**late payments**

If your deposit is not paid within24 hours then we reserve the right to cancel any previous arrangements and relaese the date to someone else who may be enquiring.

if the final/full payment of your order is not received and cleared in our account the week of collection/delivery, the order will not be made and/or released. Wedding cake final balance is due 4 weeks before the big day.

**design conditions**

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.

beauty and the bakes accept pictures or inspiration from other bakers as a guide only, the end result may differ and will not be an exact replica from the original as obvisouly styles are so different and my style of cakes are different to others. i like to keep each design unique to you (and me) and therefore when you order with me, you agree to this too.

Any photos or inspiration sent that does not aline with my style of cake decorating i will not agree to create the cake and can always recommend some other great bakers that have a different style from me and will may be able to create your cake.

**alterations**

If you have any alteration requests to change the design of your CAKE, you must advise me of this no later than 2 weeks before your collection date. This allows me enough time to order in specialised items or stock for your order. I reserve the right to refuse any new designs if they do not coinside with my style of cakes/decoration.

**cancellations**

For any CANCELLATIONS, please let me know at least 4 weeks or more before your collection date as this will allow me enough time to allocate your booking slot to another customer.

Booking fee’s/deposits cannot be transferred to another date in the future and are NON-REFUNDABLE. Final balances are require to be paid the week of collection. if you cancel your order the week of your collection date you will still be required to pay your balance in full and a payment link will be sent over to you. Further action will be taken if you refuse to pay.

If you postpone the EVENT, we will endeavour to transfer your order providing the date is suitable for ourselves, otherwise it shall be treated as a cancellation.

We retain the right to cancel the booking in very unusual circumstances beyond our control, such as fire, ill health, or extreme family events for example. during which we will refund any money taken in full.

**collections**

I offer a collection service. You must collect your cake/bake from my premises at the agreed allocated time and date. If you arrive before the agreed time your order may not be ready for you.

Please let me know as soon as possible if you will be late for collection as there may not be times where I can accommodate a later collection.

Please check your cake/bake on collection and any photos i have sent over prior to collection to make sure you are happy with the finished result, as once it has left my premises the full responsibility of the cake/bake is yours.

Please also be aware that some cakes/bakes are heavy and you may need additional support to help you move the cake to and from where it needs to go freely and without hazzards like pets, bags, small children. as there may be OCCASIONS i will not be able to help you move the cake/bake to your car.

**deliverys**

Delivery charge is calculated on a mileage and time basis. Alternatively, cakes can be collected from our premises (teired cakes and wedding cakes are excluded from this).

For wedding cakes or birthday cakes being delivered to venues, it is our intention that your cake will be delivered in perfect condition prior to the start of your reception. However we ask for patience with factors that may be beyond our control (e.g. traffic conditions) as we cannot be held liable for any such delays. In some circumstances, we may recommend the cake is delivered 1 day in advance. It is your responsibility to ensure you inform us of your correct ceremony & reception time plus the postcode of the venue.

We cannot be held liable for any damage that is rendered to the cake at the venue once we have left the premises. If you chose to collect the cake, we will not be held liable for any damage to the cake once it has left our premises.

**cake set up**

It is your responsibility to ensure arrangements are made for the cakes arrivial. IE. An appropriate table for it to go on, linen, cake stand & knife, which should all be set- up prior to our arrival, (unless there is a prior agreement that we will liaise with the venue on your behalf).

If any delay is incurred due to these not being set-up, we reserve the right to charge for any delay incurred (labour costs/compensation) which will be advised to oyu after the fact. Please take extra care to ensure a stable cake table or plinth stands in particular as these are often not sturdy enough to support extra heavy cakes. another exapmle is if you are having a marquee reception, as surrounding FLOORBOARDS can easily rock the cake once stood on.

**cake care**

Please see my cake care leaflet below which details all the details you need to care for your cake.

you are paying a lot of money for a cake so make sure you care for it the way they deserve.

Please also be aware that some cakes/bakes are heavy and you may need additional support to help you move the cake to and from where it needs to go freely and without hazzards like pets, bags, small children. as there may be OCCASIONS i will not be able to help you move the cake/bake to your car.

Please remember that cake decorations and toppers are very delicate items, and we cannot accept responsibility for damage that is done to the cake after it has left our possession.

all of my cakes are made with buttercream/ganache and therefore i recommend extreme caution if you are considering ordering in the summer months (may-september) and in freak weather condiitons. After the cake leaves my premis beauty and the bakes cannot accept responsibility for any melting of or damage to the cake as we have no control over the environmental / venue temperatures. We can however advise you of the cake CARE, which is always attached to the box on collection, it is your responsibility to follow the instructions to care for your cake in the right way.



**storage and consumption**

Your cake is baked to ensure it is fresh for the date of your event. After this date, we advise sponge cakes are eaten or frozen as soon as possible to ensure its condition is maintained, otherwise, 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 and preservatives to ensure their prolonged life. As a general rule you are best eating the cake/bake within 3-4 days after collection or as soon as possible.

Freezing the cake however, preserves the taste of the sponge and icing as much as feasibly possible, but please bear in mind that it will affect the visual appearance of the icing, as condensation will form upon defrosting. Food hygiene recommendations recommend that food should only be frozen for a maximum of 3 months.

leftover cake is best wrapped in clingfilm or an airtight container and stored at room temparture in a cool room away from heat sources. on warmer days keep the LEFT-OVER cake in the refridgerator which should be kept between 3 – 5 degrees.

The cake should not be refrozen if defrosted, therefore it may be appropriate for you to cut it into convenient portion sizes before freezing, so that it can be defrosted on a per portion basis. We have a cake cutting guide on our social media pages and on the front of your box when collecting. This ensures you get maximum portion sizes from your cake.

**complaints**

we always pour our heart and soul into your cake/bake so it is perfect for your occasion. So it is with great sadness whenever issues may arise, however we are committed to resolving any issues quickly and efficiently for both parties.

It is your responsibilty to double check messages and quotes to make sure you have given the correct details of any specific colours/sizes/dates/flavours and personalisation of the cake/bake.

If you have any concerns about your cake/bake please notify me before or on collection when i send over photos so that I have the opportunity to rectify it in time for your event.

If you are dissatisfied in any way please contact me in writing no later than 24hrs after your event date with photos and evidence of your complaint so i can make a justified decision. If contacted later than this then no refunds will be given.

In order to fairly assess the nature of the complaint, a large portion of the cake (half or more) will have to be returned to me within 24hrs of the event date plus any photographic evidence.

Full refunds will not be given for a cake that has been completely or partially consumed regardless of dispute, as consumption of the cake/bake is acceptance that it is fit for purpose.

For a full refund the entire cake must be returned to me within 24hrs of your event date. Photographs alone will not be enough evidence and will not be suitable to access the complaint and will not be accepted and no refunds given on this basis. Any complaint will be assessed carefully and a refund is given at my discretion. The maximum refund at any time will be the cost of the cake/bake. No further compensation will be offered.

**photography and videos**

I reserve the right to photograph and video your cake before collection for my own reference and social media platforms. I will not post any photos or videos on social media until after your event. these photos will also be sent to you for your personal use and for your approval of the cake/bake.

**Sincerely,**

**Rachael/beauty and the bakes**