



## **Covid-19 Virus**

**Here at The Sugar Sweet Cakery I understand that some customers may have concerns regarding the recent events concerning the Coronavirus .**

- **I would like to reassure my customers that the coronavirus is NOT transmitted through the production of food, therefore food is safe to eat. I always ensure strict hygiene measures are taken whilst baking and will ensure any additional precautions are taken in line with WHO recommendations.**
- **If any customer feels the need or is forced to cancel an order due to the infection or the cancellation of an event, please let me know as soon as possible, so that deposits can be refunded, or credit note supplied.**
- **A credit note will be supplied if decorations for a cake have been started. If the cake has been baked and/or decorated full payment will be required and information on how to freeze your cake will be supplied.**
- **I will be contacting customers (usually 48-72hrs prior to delivery) before I begin baking to check whether the cake is still required.**
- **In the event I am unable to buy supplies for your cakes, I may need to contact you and changes made to the design or size.**
- **In the event that myself or my family contract the virus, I will of course have to cancel any orders and all monies will be refunded, I will endeavour to find a baker to take over your order but this can not be guaranteed.**

**Any worries or concerns regarding your booking, please contact me as soon as possible.**

**I WILL CONTINUE TO MONITOR THE ADVICE OF THE WORLD HEALTH ORGANISATION AND KEEP YOU UPDATED TO ANY CHANGES TO THE ABOVE.**

**THANK YOU FOR YOUR SUPPORT AT THIS DIFFICULT TIME.**

**ANDREA**