



Terms & Conditions - Cakes & Cupcakes

Last Updated: June 2026

These Terms & Conditions apply to all orders placed with My Little Secret Cakes ("we", "our", "us"). By placing an order, you agree to the following terms.

1. Ordering

1.1 All orders are subject to availability and acceptance.

1.2 Quotations provided are valid for 14 days unless otherwise stated.

1.3 Design details, flavours, colours, sizes and collection dates should be confirmed at the time of booking.

1.4 Any inspiration photographs provided by customers are used as guidance only. Exact replication of another cake decorator's work cannot be guaranteed.

2. Deposits & Payments

Orders Placed More Than One Month Before Collection

2.1 A non-refundable booking fee of **£20** is required to secure your order and collection date.

2.2 The deposit will be deducted from the final balance due.

2.3 50% of the total order value must be paid no later than one month before the collection date, this is non refundable, as it covers ingredients & packaging.

2.4 Full payment must be received no later than seven (7) days before collection.

Orders Placed Within One Month of Collection

2.5 Orders placed within one month of the collection date require a minimum payment of 50% at the time of booking.

2.6 Full payment must still be received no later than seven (7) days before collection.

2.7 Failure to make payments by the stated deadlines may result in cancellation of the order and forfeiture of any monies already paid.

Christmas Cakes

2A. Christmas Cake Orders

2A.1 Traditional Christmas cakes require a maturation period to develop their flavour and quality. For this reason, Christmas cakes are baked and prepared approximately six (6) weeks before the collection date.

2A.2 Full payment for all Christmas cake orders must be received no later than seven (7) weeks before the agreed collection date.

2A.3 Where a Christmas cake order is placed less than seven (7) weeks before the requested collection date, My Little Secret Cakes cannot guarantee that the cake will have undergone the full maturation process.

2A.4 Customers placing orders with less than seven (7) weeks' notice acknowledge and accept that the cake may not achieve the flavour, texture and quality associated with a fully matured Christmas cake.

2A.5 No refunds, discounts, replacements or compensation will be offered in relation to the maturation, flavour, texture or perceived quality of a Christmas cake where the order was placed with less than seven (7) weeks' notice before collection.

2A.6 By placing a Christmas cake order with less than seven (7) weeks' notice, the customer expressly accepts these conditions and agrees that My Little Secret Cakes shall have no liability for any differences in quality arising from the reduced maturation period.

2A.7 As Christmas cakes are baked and matured approximately six (6) weeks before collection, all payments become non-refundable seven (7) weeks before the collection date.

3. Cancellations

3.1 The £20 booking fee is non-refundable.

3.2 If an order is cancelled more than one month before collection, any payments made beyond the deposit may be refunded at our discretion, less any costs already incurred.

3.3 If an order is cancelled within one month of collection, the 50% payment is non-refundable.

3.4 No refunds will be provided for cancellations made within seven (7) days of collection, as preparation and production will have commenced.

3A. Bespoke & Personalised Orders

3A.1 All cakes, cupcakes and other products made by My Little Secret Cakes are created to the customer's individual specifications and are therefore considered personalised and bespoke goods.

3A.2 Under the Consumer Contracts Regulations 2013, personalised and made-to-order items are exempt from the standard 14-day cancellation and refund rights that apply to many online purchases.

3A.3 Once work has commenced on a bespoke order, including design work, ordering of specialist ingredients or decorations, or commencement of baking and decorating, the order cannot be cancelled for a full refund.

3A.4 Any refunds issued following cancellation of a bespoke order will be entirely at the discretion of My Little Secret Cakes and may be reduced to reflect costs already incurred, including ingredients, materials, design time and labour.

3A.5 By placing an order, the customer acknowledges that their order is a personalised product made specifically for them and accepts that statutory cancellation rights may not apply.

4. Collection

4.1 All orders are **collection only** from:

My Little Secret Cakes
49 Scampston Drive, East Ardsley, WF3 2FN

4.2 Collection times must be agreed in advance.

4.3 Customers are responsible for ensuring that cakes are transported safely and kept level during transit.

4.4 Upon collection, responsibility for the cake transfers to the customer.

5. Responsibility After Collection

5.1 Once the cake or cupcakes have been collected, My Little Secret Cakes accepts no responsibility for any damage occurring thereafter.

5.2 This includes, but is not limited to:

- Dropping the cake
- Damage during transport
- Damage caused by incorrect storage
- Damage caused during handling, display or serving
- Weather-related damage after collection

5.3 Customers are encouraged to transport cakes on a flat surface in an air-conditioned vehicle where possible and avoid placing cakes on seats.

6. Allergens & Dietary Requirements

6.1 Our products are made in a kitchen that handles common allergens including, but not limited to, milk, eggs, wheat, gluten, nuts, peanuts and soya.

6.2 While every effort is made to prevent cross-contamination, we cannot guarantee that any product is completely free from allergens.

6.3 Customers must inform us of any allergies or dietary requirements when placing their order.

7. Design & Decorations

7.1 Colours, decorations and finishes may vary slightly from photographs due to the handmade nature of our products.

7.2 Certain decorative elements may be non-edible and should be removed before consumption.

7.3 Fresh flowers supplied by customers or third parties are used at the customer's own risk.

7.4 Cake may contain internal supports for structure, if these are present it will be labelled.

8. Storage & Consumption

8.1 Cakes should be stored in the fridge unless stated otherwise at collection.

8.2 We recommend consuming products within the timeframe advised to ensure optimum quality and freshness.

9. Complaints

9.1 Any concerns regarding your order must be raised within 24 hours of collection.

9.2 We may request photographs of the product before considering any refund or replacement request.

10. Liability

10.1 Our liability is limited to the value of the order purchased.

10.2 We shall not be liable for any indirect, consequential or incidental losses arising from the use, transportation, storage or consumption of our products.

11. Acceptance

By paying a deposit or making any payment towards an order, the customer confirms that they have read, understood and accepted these Terms & Conditions.

12. Contact Details

Email - claire@mylittlesecretcakes.co.uk

Telephone/WhatsApp - 07739 735321

Social Media - Facebook, Instagram, TikTok (@mylittlesecretcakes)

Website - www.mylittlesecretcakes.co.uk