TERMS AND CONDITIONS

PATACAKE

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PAYMENT

A £50 NON-REFUNDABLE DEPOSIT IS REQUIRED TO SECURE THE WEDDING DATE UPON FINALIZATION OF THE ORDER.

THE REMAINDER OF THE BALANCE IS REQUIRED TWO WEEKS BEFORE THE DATE ON WHICH THE CAKE IS TO BE

DELIVERED. FULL PAYMENT MUST BE RECEIVED BY THE DUE DATE TO ENSURE THE CAKE CAN BE COMPLETED &

RELEASED ON TIME. ANY LATE PAYMENT WILL DEEM THE CONTRACT NULL & VOID, THE DEPOSIT WILL NOT BE REFUNDED AND CAKE WILL NOT BE RELEASED.

IN THE CASE OF A SHORT NOTICE ORDER, CLOSER TO THE EVENT THAN TWO WEEKS, FULL PAYMENT IS REQUIRED UPON BOOKING.

IN THE CASE OF CELEBRATION CAKES A £25 NON-REFUNDABLE DEPOSIT IS REQUIRED, WITH FULL PAYMENT DUE UPON COLLECTION

CAKE STAND, ACCESSORY & DUMMY CAKE HIRE

CAKE STANDS CAN BE HIRED FOR £15. A REFUNDABLE DEPOSIT OF £50 IS REQUIRED IN CASE OF DAMAGE/NON-RETURN.

CAKE STANDS MUST

DUMMY CAKES CAN BE HIRED FOR AN ARRANGED FEE (DEPENDANT ON THE SIZE/DESIGN). A REFUNDABLE DEPOSIT OF

£100 IS REQUIRED IN CASE OF DAMAGE / NON-RETURN. DUMMY CAKES MUST BE RETURNED IN THE SAME STATE AS THEY

WERE RECEIVED. PHOTOGRAPHS WILL BE TAKEN AND A CHECK COMPLETED WITH THE CUSTOMER BEFORE BEING RELEASED. DUMMY CAKES MUST BE RETURNED WITHIN 1 DAY OF THE EVENT UNLESS OTHERWISE AGREED. DELIVERY AND COLLECTION CAN ALSO BE PRE-ARRANGED.

DELIVERY & SET UP

ALL DELIVERIES ARE SUBJECT TO A MILEAGE CHARGE WHICH INCLUDES A RETURN JOURNEY.

UPON DELIVERY TO THE VENUE, RESPONSIBILITY FOR THE CAKE PASSES TO THE VENUE/CUSTOMER.

IF YOU OR A REPRESENTATIVE ELECTS TO COLLECT OR SET UP THE CAKE, YOU ASSUME ALL LIABILITY AND

RESPONSIBILITY FOR THE CONDITION/APPEARANCE OF THE CAKE ONCE IT LEAVES MY POSSESSION. PLEASE NOTE: WE STRONGLY RECOMMEND THAT STACKED WEDDING CAKES ARE DELIVERED AND SET UP BY PATACAKE.

PATACAKE RECOMMENDS THAT INSURANCE BE TAKEN OUT FOR ANY LARGE ORDER TO PROVIDE COVER IN THE EVENT OF LOSS/DAMAGE.

WE ARE NOT RESPONSIBLE FOR ANY DAMAGE TO THE CAKE/DECORATION ONCE DELIVERY AND SET UP IS COMPLETE.

YOU ARE RESPONSIBLE FOR PROVIDING AN APPROPRIATE AND SECURE ENVIRONMENT FOR THE CAKE. CAKES ARE HEAVY AND REQUIRE A STURDY TABLE ON A LEVEL SURFACE, AWAY FROM DIRECT SUNLIGHT / HEAT SOURCE. A DELIVERY FORM WILL BE PROVIDED TO THE CUSTOMER / VENUE AND MUST BE SIGNED TO ACCEPT RESPONSIBILITY OF THE CAKE. ANY QUERIES, QUESTIONS OR PROBLEMS MUST BE DISCUSSED AT THIS TIME.

CANCELLATION RIGHTS AND REFUNDS

IF YOU CANCEL YOUR ORDER FOR ANY REASON MORE THAN 6 MONTHS BEFORE THE EVENT, A FULL DEPOSIT REFUND

CAN BE ISSUED. IN THE CASE OF CELEBRATION CAKES THIS IS REDUCED TO 3 MONTHS

ORDERS CANCELLED AFTER THIS PERIOD WILL RESULT IN THE LOSS OF THE NON-REFUNDABLE £50/£25 DEPOSIT, DUE TO STOCK ORDERING, DIARY BOOKING AND PREPATORY WORK ALREADY TAKING PLACE.

ORDERS CANCELLED PRIOR TO THE TWO WEEK BALANCE DUE DATE WILL NOT BE SUBJECT TO ANY FURTHER COSTS. IF THE CUSTOMER HAS BEEN PAYING IN INSTALMENTS PRIOR TO THIS DATE, THE TOTAL AMOUNT PAID WILL BE REFUNDED MINUS THE NON-REFUNDABLE £50/£25 DEPOSIT.

ORDERS CANCELLED AFTER THIS WILL BE REQUIRED TO COVER ANY INGREDIENT/EQUIPMENT/LABOUR COSTS UNDERTAKEN IN RELATION TO THAT ORDER.

ORDERS CANCELLED TWO WEEKS OR LESS BEFORE THE EVENT WILL NOT BE REFUNDED.

ALTERATIONS

THE DATE OF YOUR FINAL PAYMENT IS THE FINAL DATE ANY ALTERATIONS TO SIZE, DESIGN OR FLAVOURS CAN BE

MADE. (THIS DOES NOT APPLY TO FRUIT CAKES, WHICH WILL BE MADE WELL IN ADVANCE OF THE EVENT DATE)

ANY ALTERATIONS REQUESTED AFTER THIS DATE MAY NOT BE POSSIBLE AND MAY INCUR ADDITIONAL CHARGES.

ALLERGY INFORMATION

PATACAKE CANNOT GUARANTEE THE ABSENCE OF ANY ALLERGEN IN OUR KITCHEN E.G. GLUTEN, NUTS, PEANUTS,

DAIRY, WHEAT, CEREALS, EGG, SOY. YOU AGREE TO NOTIFY YOUR GUESTS OF THIS RISK AND HOLD PATACAKE BLAMELESS FOR ANY ALLERGIC REACTIONS.

NON-EDIBLE DECORATIONS

UPON DELIVERY OF ANY CAKE/DESSERT TABLE A DELIVERY FORM WILL BE PROVIDED, WHICH WILL INCLUDE DETAILS OF

ANY NON-EDIBLE DECORATIONS/ITEMS INCLUDED WITH THE ORDER THAT MUST BE REMOVED BEFORE SERVING. AFTER THIS FORM HAS BEEN SIGNED, ANY LIABILITY RESTS WITH THE VENUE/CUSTOMER.

FLOWERS

WE ARE HAPPY TO SUPPLY FRESH FLOWERS FROM OUR PREFERRED SUPPLIER FOR YOUR CAKE.

ALTERNATIVELY YOUR CHOSEN FLORIST CAN DO SO. WE CAN LIAISE DIRECTLY WITH YOUR FLORIST AND ARRANGE SET

UP OF THE CAKE AT THE VENUE. IF YOU HAVE ARRANGED TO COLLECT / SET UP THE CAKE YOURSELF, FLOWERS MUST BE SUPPLIED TO US THE DAY BEFORE TO ENSURE THEY ARE SUITABLY AND SAFELY ARRANGED BY PATACAKE BEFORE COLLECTION.

SHOULD FRESH FLOWERS BE ADDED TO THE CAKE BY ANYONE OTHER THAN PATACAKE, YOU TAKE FULL AND SOLE RESPONSIBILITY FOR ENSURING THAT YOUR CHOSEN FLOWERS ARE SAFE TO COME INTO CONTACT WITH FOOD AND THE HEALTH OF YOUR GUESTS.

YOU MUST ACKNOWLEDGE THAT FRESH FLOWERS ARE NOT A FOOD PRODUCT AND MAY CONTAIN PESTICIDES, INSECTS, DIRT OR OTHER CONTAMINENTS.

PRIVACY POLICY

PATACAKE WILL NEVER SELL OR PROVIDE ANY CUSTOMERS’ DATA TO A THIRD PARTY FOR ANY MARKETING OR ADVERTISING PURPOSES.

COPYRIGHT NOTICE

ALL CAKE DESIGNS, LOGOS AND IMAGES ARE COPYRIGHT TO PATACAKE AND MAY ONLY BE USED OR REPRODUCED WITH PERMISSION.

PHOTOGRAPHY

PATACKE RESERVES THE RIGHT TO TAKE PHOTOGRAPHS OF ALL OUR CAKES AND USE THEM ACROSS VARIOUS FORMS OF SOCIAL MEDIA AS WE SEE FIT.

LIMITED LIABILITY

IN ANY CIRCUMSTANCE, PATACAKE CAN ONLY BE HELD LIABLE FOR AN AMOUNT UP TO THE TOTAL OF THE ORIGINAL ORDER.

FORCE MAJEURE CLAUSE

A PARTY SHALL NOT BE DEEMED IN DEFAULT OF THIS AGREEMENT, NOR SHALL IT HOLD THE OTHER PARTY RESPONSIBLE

FOR ANY CESSATION, INTERRUPTION OR DELAY IN THE PERFORMANCE OF ITS OBLIGATIONS (EXCLUDING PAYMENT

OBLIGATIONS) DUE TO EARTHQUAKE, FLOOD, FIRE, STORM, SNOW, NATURAL DISASTER, ACT OF GOD, WAR, TERRORISM,

ARMED CONFLICT, LABOUR STRIKE, LOCKOUT, BOYCOTT OR OTHER SIMILAR EVENTS BEYOND THE REASONABLE

CONTROL OF THE PARTY, PROVIDED THAT THE PARTY RELYING UPON THIS PROVISION:

* GIVES PROMPT WRITTEN NOTICE THEREOF, AND TAKES ALL STEPS REASONABLY NECESSARY TO MITIGATE THE EFFECTS OF THE FORCE MAJEURE EVENT.
* IF A FORCE MAJEURE EVENT EXTENDS FOR A PERIOD IN EXCESS OF 30 DAYS IN THE AGGREGATE, EITHER PARTY MAY

IMMEDIATELY TERMINATE THIS AGREEMENT UPON WRITTEN NOTICE.