



Terms & Conditions

Wedding Cakes

Order, Booking Fee & Payment Terms

Quotes are valid for 30 days from the date stated. Your cake and date will only be secured once the non-refundable Booking Fee of £50.00 has been paid. No dates can be held without a Booking Fee.

Full payment must be received 2 months before your wedding date. Failure to make full payment by that time may result in your order being cancelled and any subsequent payments will be non-refundable. Exceptional circumstances may be considered at our discretion.

You will receive an order confirmation once your order has been agreed and Booking Fee received.

Fresh flowers are not included in the cost of any wedding cake design. If a wedding cake is to be dressed with fresh flowers, these should be provided by your florist. Please be aware that certain flowers are not suitable for use as a cake decoration. Please ensure your florist consults us regarding use of Fresh Flowers. Caz's Cakes & Sugarcraft will not be liable for contamination that may arise from their misuse.

Cake/Design Changes

Any changes to your order must be agreed a minimum of 2 months prior to the collection/delivery date. Any changes may incur a charge which will be agreed prior to completion. Occasionally certain materials or ingredients I use in my cakes may become unavailable due to circumstances which are out of my control; however I will do my best to select replacement products to reflect the original design as closely as possible. I reserve the right to replace items with component parts of equal or better quality without consultation.

Dates

Dates are not amendable. While I will always try to accommodate changes, please be aware it may not always be possible, and may result in me being unable to fulfil your order. It is the customer's responsibility to ensure you have supplied me with the correct date.

Coronavirus Addendum: If your wedding cannot go ahead due to coronavirus guidelines (where the Government will not allow weddings to take place) then we will of course do our best to move to your new date providing we are free to do so. In the unfortunate case where we are already fully booked we will return your Booking Fee and any additional monies paid minus the cost for work already endured or purchases made.

Cancellation

In the event of a cancellation up to 3 months before the wedding date, any additional monies paid over the Non Refundable Booking Fee will be returned. If you cancel less than 3 months before your wedding date then any subsequent payments made will be non-refundable. In the extremely unlikely event that we have to cancel, you would be notified within 7 days and refunded all monies paid in full.

Collection/Delivery & Set-Up

Delivery and set-up must be prearranged and agreed at the time of ordering and may be subject to additional charge if the venue is outside of the normal parameters for delivery. In the unlikely event of a late delivery, the maximum compensation will be a refund of the delivery and set-up fee stated on your order confirmation form. We ask for your patience with factors that may be out of our control (e.g. weather or traffic conditions) as we cannot be held liable for such delays.

If you decide to collect your wedding cake you will be asked to check your cake over in person before you leave the premises. Once you agree that you are happy with your cake and by signing the order confirmation form, you are confirming that you are wholly satisfied with the cake upon collection, that you understand the instruction given regarding transportation, handling and storage, and that Caz's Cakes & Sugarcraft is no longer responsible for it once it has left the premises.

Collection must be at the time and date specified and any changes must be agreed in advance.

Transport and Storage

Cakes should always be transported in the boot or passenger foot well of your car and never on a seat. When you lift your cake please ensure it is kept level at all times.

If the weather is hot, please have your car cooled as much as possible before you arrive (either by having the windows open to ensure good air flow or the air conditioning running). Never leave your cake in the car for longer than is necessary – if you have errands to run whilst collecting the cake, please ensure I am last on your list before you go home or to the venue.

Your cake is a freshly made item which contains no additives or preservatives. It will always be at its best if consumed within 2 days. Please store your cut cake in a cool dry place away from direct sunlight and heat sources in

the box provided. Do not refrigerate. When you arrive at your venue, please ensure the staff hold the cake in the dry stores area of the kitchen until ready to display and not in the fridge or in a warm area. When displaying your cake, please ensure it is on a sturdy table or surface, away from direct sunlight or heat sources.

Release & Liability

We will work with you to ensure you are completely happy with your order. Every care is taken to ensure your cake is presented and packaged to ensure safe delivery and we will advise you on how to transport and store your cake. For collections, we cannot be held responsible for any damages caused to the cake once it leaves our premises. We know accidents happen and we will try and help if it's within our means to fix any damages that may occur but this is entirely at our discretion.

Where delivery is included, we cannot be held responsible for any damage caused once we have set-up the cake, photographed it in position and left it in the care of yourself or your venue. A signature will be required at the time of delivery/collection and at this point liability transfers from Caz's Cakes & Sugarcraft.

Complaints Procedure

We are committed to providing you with the very best cake and take great care in the creation and presentation of our products. Should you not be entirely happy with your cake, you must contact us as soon as possible and certainly within 24 hours of collection/delivery. A minimum of ¾ of the cake must be returned uncut for assessment and testing and for a decision to be made as to whether a fault on our part has been made, and whether a partial or full refund should be given. Any refunds given are at our discretion. If you choose to take your cake to a third party for repairs or alterations without prior consent, your warranty is immediately invalidated and you will not be entitled to any refund or compensation. In the event of any complaint, I can only deal with the customer who placed the original order.

Photographs

We are proud of the work we produce for our customers and as such we keep a photographic record of all cakes we make. This also acts as a record of proof of good practice. We often wish to use these photographs in marketing and for use on social media, and by agreeing to these terms and conditions you provide your consent for use of such photos. Photos are never used until after the date of your event to ensure confidentiality and to not spoil the surprise.

Privacy Policy

Here at Caz's Cakes & Sugarcraft, I take your privacy seriously. The information I gather from you (via the order form, website, Social Media business pages, in person, by email or by telephone) may include your name, address, telephone number, email address, the date of your event and the delivery address of your event if applicable. At no time do I hold financial information about you, other than details of payments you may have made to me or that which is pertinent to your order. I do not hold any details such as credit or debit card numbers.

I do not share or sell your information to any third party. Once your order is complete, I do not store your information in any form of database, it is not kept any longer than necessary for my records and it's destroyed in a responsible manner.

This privacy policy has been updated in line with the new GDPR legislation which came into force on 25th May 2018.

Allergens

You will be advised about any allergenic ingredients in your cake in compliance with the FSA food allergens advice. Allergenic information will be clearly labelled on the box. Please advise me of any allergies or reactive ingredients that you would prefer me to avoid at the time of ordering so that I am aware of it. Whilst I can do my best to accommodate intolerances. **I cannot guarantee** that cakes are completely allergen free. I work in a kitchen which frequently uses gluten, dairy, nuts and other allergens. If you require a more comprehensive list of ingredients or suppliers, please message me, I will gladly assist you. **If you or someone who will be consuming the cake has a serious allergy, please note I will, with regret, refuse your order as I will not be able to assist you.**

Copyright & Artistic Licence

We, at Caz's Cakes & Sugarcraft, aim to ensure a high quality finish for all designs requested, however we take no liability for obtaining copyright permissions for any requested design and as such, designs may differ slightly from the original design should the copyright not be supplied by the client. All designs are handmade and produced to order, as such the finish is at our discretion and may differ slightly from those advertised.

Written agreement (in person or via Social Media messages) on receipt of your order confirmation form confirms your acceptance of these terms and conditions.

These Terms and Conditions are reviewed annually or at the time any issue is raised.

October 2020

Signed: Caz's Cakes & Sugarcraft

Signed:

Dated: