Terms & Conditions

A deposit is required to secure all bookings, this is non refundable. The cake is not booked in until the deposit has been paid.  
  
A second instalment may be required within 4 weeks of deposit for very large bookings  
  
The collection date can be changed up to 2 weeks prior, subject to availability  
  
All cakes are collection only unless otherwise agreed  
  
Wedding cakes are supplied in a basic cardboard box. Wedding cake transportation boxes can be purchased for an extra £18  
  
Payment of final balance is to be made via cash on collection or bank transfer the day before collection

Wedding cake balances are to be settled 4 weeks before  
  
An agreed set date and time slot will be given for collection

All weekend collections are 10:30am unless otherwise agreed  
  
Any issues with the cake must be reported to us within 2 hours of collection  
  
We secure our cakes for transportation using the thickest dowels and best quality boards to ensure stability, once the cake has left the premises we cannot be held accountable for damages. We recommend that every cake is transported flat in the boot of the car with nothing at all underneath the box.  
  
All our cake toppers and modelling are made from sugar. They are made for the purpose of cake decoration and not designed to be kept for a long period of time. In some circumstances they will be anchored to the cake in such a way that they cannot be removed in one piece. If toppers or decorations break on removal we can not be held accountable  
  
Each single cake goes through quality control; this includes a slicing test, a taste test and a texture test. If for some reason you feel your cake is not right it must be reported immediately by Email, Facebook or Telephone  
  
Our cakes are freshly produced without factory preservatives. All cakes should be consumed within 3 days of collection. We do not guarantee the freshness of the cake after this time. Any issues reported after this period will be invalid

Complaints - Our cakes are a handmade. Therefore we allow a small percentage of imperfections within our standards and tolerances. We do not give part/full refunds for reasons such as slight deviations, imperfections or personal taste dislikes.  
  
Some cakes, for example chocolate and fruit require a sharp knife to cut cleanly through. We recommend wiping the blade each time for a perfect slice. We are not accountable for any damage during serving and cutting.  
  
We do not take any responsibility for damages made by the kitchen, venue or guests of your event.  
  
All references’ such as the internet, books, TV etc are used as a guideline only. Due to the bespoke nature of our baking; and copyright issues we do not guarantee a 100% likeness.  
  
ALL allergy information should be given at the time of booking  
  
Failure to collect the cake will result in an invoice for the remaining balance

We do not offer consultations or meetings in the home, where possible we do everything online/telephone. In the event of very much needing a consultation, it would be arranged at the local cafe.

We always reserve the right to photograph our work and use it on all publications

All collections are done at the door. This is to respect/protect the privacy and safety of our family.