



Terms & Conditions

These terms form the basis of the contract between the customer and Baked Just Right.

Booking Fee

All orders require a £20 non-refundable booking fee paid at time of ordering to secure the commission of your cake and your chosen date.

Orders over £100 will require a 50% non-refundable booking fee. Booking fees are paid via Sumup payment link which will be sent to you.

Bookings are not confirmed until this fee is paid; your order will then be put in the diary. If the booking fee remains unpaid after 7 days, Baked Just Right reserves the right to cancel any earlier arrangements and release the date. On payment of the booking fee, it is assumed that the terms & conditions have been read, understood and accepted as applying to your order.

Bookings for collection within 7 days of quotation must be paid in full at time of order.

Final Payment

The remaining balance must be paid 7 days prior to collection, via a 2nd payment link. If final payment or other arrangements are not made by this time, the order may be cancelled with all monies forfeited. Final payment must be paid to allow me to start preparing your order for collection on your chosen date.

Enquiries

When enquiring about a cake, please include as much detail as possible - date required, occasion, style, theme, colour, flavour, type of covering (fondant/buttercream), number of servings required, & any additional decorations. This will enable me to accurately provide a suitable quote. Quotations are valid for a period of 7 days from the date of issue. After agreeing on the specific details of your booking, and on payment of the booking fee, an order confirmation will be sent. It is your responsibility to make sure these details are correct and as discussed and let me know if there are any discrepancies.

Alterations & Changes

Changes to your order after they are confirmed must be requested no later than 7 days before the collection date. Alterations to your design will be considered but cannot always be guaranteed and may incur a further charge, with your final balance being adjusted accordingly.

Cancellation and Postponement

Cancellations will result in the loss of the non-refundable booking fee. If cancellation takes place 7 days prior to collection, Baked Just Right reserves the right to retain 100% of the order value.

In the unlikely event that Baked Just Right cancels your order, an alternative will be offered, or a full refund given.

If you postpone the event, Baked Just Right will endeavour to transfer your booking providing the revised date is available, otherwise it will be treated as a cancellation (as above). Please be aware that postponements may be subject to an increase in costs, in line with the annual inflation dependant on the duration of the postponement.

Celebration Cakes

All my cakes are baked to order, using fresh ingredients, the week of your event. I do not pre-bake and freeze my cakes. Consumption is intended within 24-48 hours of collection/delivery to ensure the cakes are at their very best, however, any leftovers may be frozen for up to 3 months.

Baked Just Right will not accept responsibility for any defect in the cakes arising from wilful damage, accident, negligence by you or any third party after they are collected/delivered.

Wedding Cakes

Wedding cakes can be delivered & assembled at your chosen venue for an additional charge. No responsibility will be taken by Baked Just Right for any subsequent damage once the cake has been handed over to the customer or venue, therefore I ask that an appointed person is present to check they are happy with the cake before I leave the venue. At this point, they will be asked to sign a delivery form confirming the cake has been set up in an undamaged condition.

Stacked cakes contain dowels in each tier to provide support and these should be removed before consumption. Cakes may include non-edible decorations which must be removed before the cake is cut and served, such as cake toppers/charms, wired sugar flowers, or fresh flowers. Edible decorations, such as sugar flowers or modelled figures should be removed with care and retained for safe keeping.

Please ensure your venue has chiller facilities if you have chosen a buttercream cake. Buttercream cakes will be assembled & set up at the venue then placed in a chiller, it is then the responsibility of the appointed person/caterer/venue to transport your cake to the designated table for cutting/photographs.

Fondant cakes will be assembled at a designated table which should be set up prior to my arrival.

Climate Conditions & Storage

It is the responsibility of the customer to ensure that the cake is stored in an area that is climate controlled to ensure the cake remains intact and retains its original condition. Extreme high temperature and humidity due to weather conditions and the lack of a cool environment at the appointed location may adversely affect the condition of the cake.

Fondant cakes should be stored in a dry place, at room temperature, away from direct sunlight and sources of heat, NOT in a refrigerator.

Buttercream cakes must be refrigerated and should be removed 30-60 mins before cutting/photographs.

Baked Just Right will take every step possible to ensure a quality product upon collection/delivery but cannot be held responsible for unfavourable conditions at the cake's destination.

Food Allergy Disclaimer

Baked Just Right is NOT an allergy free kitchen and cannot guarantee that products are free from ingredients that may affect those with food allergies.

Baked Just Right will not assume liability for adverse reactions to the following ingredients used in my kitchen:

- Milk and other dairy products
- Eggs
- Nuts: peanuts, walnuts, almonds, cashews, pistachios, hazelnuts, coconut
- Wheat and gluten

Please note that some food colourings may adversely affect the behaviour of children.

Flowers

If your cake requires fresh flowers, these are not included in the price, and you must make all the necessary arrangements with your florist. Flowers must be non-toxic and safe to place on food. Baked Just Right is not responsible for any problems with your fresh flowers and cannot take responsibility for any damage rendered to the cake caused by a floral arrangement that was implemented by your florist.

Cake Toppers & other decorations

Sufficient notice must be given for items that require ordering, e.g., personalised cake toppers.

Cake toppers, ornaments, ribbon, and other decorative items that are to be added to the cake, that are purchased by yourself, must be delivered to Baked Just Right a minimum of 7 days prior to collection.

Reference Photographs

I am happy to use photographs as inspiration for a cake, however, please be reminded that images can never be recreated exactly, as I will interpret every design in my own way. If you would like a specific part, e.g., colour, design, topper, wording, etc. this must be stated at the time of ordering, and every effort will be made to accommodate your request. I reserve the right to use images of your cake for any form of advertising, including social media posts & on my website.

Contact details

You can send me a message on Facebook [@BakedJustRight1](#) or Instagram [@bakedjustright1](#), via the enquiry form on my website www.bakedjustright.co.uk or send an email to bakedjustright1@gmail.com I will reply to you as soon as possible.

Steph x

Terms and conditions last updated 12/04/2025.