



LOVEBUG CAKE CO. BOOKING CONTRACT

This Cake Booking Contract ("Agreement") is made and entered into on the date of signing between Lovebug Cake Co. ("Baker") and the undersigned client ("Client"). This Agreement outlines the terms and conditions for the creation, purchase, and delivery or pickup of custom cakes and/or cupcakes.

By making a payment on your order, you are agreeing to the following policies.

1. ORDER DETAILS

Client Name:

Client Email:

Client Phone Number:

Event Date:

2. PAYMENT TERMS

- For cakes priced at \$250 or less, a non-refundable payment must be made in full at the time of booking. Orders are not confirmed until the payment is received.
- For cakes over \$250, a 50% non-refundable deposit is required to secure the order. Orders are not confirmed until the deposit is received. The remaining balance is due no later than 14 days before the event date.
- Orders placed with less than 7 days' notice are considered rush orders and may be subject to a Rush Order Fee of \$25-\$75 depending on complexity, availability, and required turnaround time. Rush orders are accepted based on availability only.

3. CANCELLATION & REFUNDS

- All deposits are non-refundable.
- If the Client cancels more than 14 days before the event, any additional payments (excluding the deposit) may be refunded or transferred to a future order at the discretion of Lovebug Cake Co., based on preparation already completed or lost opportunities on other orders.
- Cancellations within 14 days of the event are non-refundable.
- In the rare event that Lovebug Cake Co. must cancel due to unforeseen circumstances, the Client will receive a full refund.

4. DESIGN & MODIFICATIONS

- Lovebug Cake Co. will interpret and execute the final cake design as closely as possible to any references used, but slight variations may occur due to the nature of handmade products.
- Creative changes to the design may be made as needed to preserve the cake's structural integrity or in the case of unforeseen circumstances.
- Any changes to the design, flavor(s), or decor must be requested at least 14 days before the event and may result in additional charges.
- No design changes can be made within 14 days of the event, as purchasing and preparation will already be in progress.

5. DELIVERY, PICKUP & SETUP

- Clients are responsible for confirming accurate pickup/delivery details.
- Cakes must be picked up at the designated time. Late pickups may incur a fee.
- Delivery is available for an additional fee based on location and time of day. For all deliveries, a 30-minute delivery window is required. Please ensure someone is available to receive the order during that window.
- Any changes to the delivery time, date, or location must be finalized at least 30 days in advance. Last-minute changes will only be accommodated based on availability.
- Once the cake has been picked up or delivered, Lovebug Cake Co. is not responsible for any damages.

5a. Cake Setup at Event:

- Please ensure the cake is placed away from direct sunlight, fireplaces, heaters, or high-traffic areas.
- Cakes should be displayed on a sturdy, level surface with a strong stand able to support the weight.
- Lovebug Cake Co. is not liable for damage caused after the cake has been delivered or set up.

6. COMPANY RESPONSIBILITY

- In the event of unavoidable circumstances (e.g., car accident, extreme weather), Lovebug Cake Co.'s liability is limited to the total cost of the cake. A full or partial refund may be offered.
- If a personal or family emergency prevents order fulfillment, all payments will be refunded in full to the Client.

7. ALLERGENS & LIABILITY

- Lovebug Cake Co. operates in a kitchen that processes common allergens including milk, eggs, fish, shellfish, tree nuts, peanuts, wheat, soybeans, and sesame.
- The Client is responsible for informing guests of potential allergens.
- Lovebug Cake Co. is not liable for allergic reactions or other adverse effects.

8. PHOTOGRAPHY & PROMOTION

- Lovebug Cake Co. reserves the right to photograph cakes for use in portfolios, social media, and marketing.
- If the Client prefers the cake not be shared publicly, they must notify Lovebug Cake Co. in writing via email at info@lovebugcakeco.com.

9. SALES & PROMOTIONS

All promotional offers, including sales and discounts, are valid one time per customer during the promotional period. Sales and promotions do not apply to delivery, rush order, and processing fees. Discounts may not be applied retroactively and cannot be combined with other offers. Lovebug Cake Co. reserves the right to verify eligibility and deny repeat use of promotional pricing.

10. AGREEMENT

By signing below, the Client agrees to the terms and conditions outlined in this contract.

Date:

Client Signature: