

Cake Tasting FAQ



Frequently Asked Questions about our Tiered Cakes and Event Services

1) **How much will my cake cost?**

Tiered Cakes and accompanying sheet cakes are priced per serving, and will vary depending on the complexity of your cake. Please see our Weddings & Special Occasion (W&SO) guide for our per serving prices. If you only need a single-tier cake (for parties of 30 or fewer guests), see our Cakes of All Kinds menu for single-tier cake pricing.

2) **Why are more tiers a higher cost per serving?**

With each tier we stack on one another, there's a level of skill and precision that goes into making it beautiful and secure. A taller cake will require more staff to move and assemble than a smaller cake, more time to complete, and additional materials for those extra supports.

3) **How do I know what size cake to get?**

You tell us the number of servings and the number of tiers you'd like, and we'll calculate your options. What you ultimately choose depends on your budget and the look you have in mind, but we can help guide you to the best options. Keep in mind that some cake sizes might not be available with your guest count. For example, we would not be able to make a 4-tier cake for 25 guests, but we could do an adorable 2-tier cake for that number. See our W&SO guide for more information on tiered cake sizes and pricing.

4) **How far in advance should I order?**

Depending on the time of year, we recommend booking our services between 4-6 months in advance. Some times of year are more popular than others (August – October are currently our busiest months for weddings), so you may want to inquire even earlier if your event falls during those months, to be sure you can secure our services for your date. That being said, we have made wedding cakes with just 1-2 weeks notice, when our schedule was able to accommodate. But don't recommend waiting that long!

5) **Do you deliver? And do you offer set-up services?**

Yes. Please see our attached delivery policy for distance and pricing. Set up services will vary by item ordered, but generally includes all necessary on-site assembly and decoration of tiered cakes (including placement of flowers and cake topper), decoration of cake/dessert table with items provided by the customer (flowers, votive candles, photographs, confetti, etc), plating and assembly of any small desserts (cookies, etc), and handmade signage for the cake & dessert flavors. We have a limited number of stands and platters that may be borrowed on the condition that they are returned within 7 days. If a member of our staff needs to retrieve the borrowed equipment there is a retrieval fee, which varies depending on the item(s) borrowed and the distance traveled. For a large number of items, we may require a deposit.

6) **How far in advance do you deliver and set-up?**

We prefer to deliver and set-up within 2-4 hours of the start of your event. We do not recommend allowing a tiered cake to sit out for more than 4 hours before being served. Extreme changes in climate (such as a cold delivery vehicle to warm reception hall or outdoor venue) can have adverse effects on buttercream frosting, and especially custard or fruit fillings. While we cannot guarantee delivery at an exact time due to traffic, nature, and other elements, we can offer you a 1 hour delivery window, during which you can expect us to arrive.

7) **What are options for a couple on a budget?**

Weddings and other big events can get expensive, fast. To keep your costs low, consider a smaller display cake and cupcakes or sheet cakes to fill in the remaining servings. A dessert bar with cookies and other bite sized items is another good way to offer your guests something sweet with a lower overall cost per person than a tiered cake.

8) What is the maximum guest count you can accommodate?

As a micro-bakery we have a limited amount of storage space. We are able to make tiered cakes for up to 200 guests, or desserts for up to 300 total guests. To ensure all products that leave our doors meet our high quality standards, we are unable to accommodate parties with more than 300 guests, or cakes with more than 4 tiers.

9) Will my cake be made fresh or do you freeze cakes?

Every item is made fresh from scratch in house, just for your order. Having a small kitchen means we couldn't freeze your cake, even if we wanted to! (Which we don't.) Typically for a cake delivering on a Saturday, we bake the cakes on Thursday, chill them overnight so the decorators can properly fill and assemble them, then one more overnight chill before the finishing touches and assembly. This chilling process is necessary to ensure the cake will be stable enough to survive the delivery and set-up, especially during the summer months, for outdoor weddings, or if the cake is to sit for several hours before serving.

10) What level of quality can I expect?

Every item that leaves our kitchen was made by us, from scratch. We use real butter, real eggs, real cream, fresh fruit, and no mixes, pre-made items, stabilizers or preservatives. We make everything in small batches to ensure freshness, quality, and attention to detail. Since opening in 2015, we've been nominated for and won several area bakery awards, including Best Bakery, Best Wedding Cakes, and Best Desserts, on the Akron Canton Hotlist.

11) Do you use fondant on your cakes or offer sugar flowers?

The short answer: No. While we've worked with fondant in the past, we don't get requests for it often enough to have kept up on our skills and training. We do not offer sugar flowers because the extreme amount of labor involved makes them cost prohibitive for us to produce. However, we may be able to add small fondant details for an additional price if you so desire.

12) How do I place my order?

Once you've tasted your flavors and determined the cake you want, contact our shop and let us know you'd like a quote, and for what choices. We'll get back to you with a price, and if you decide to go with us, we'll take down all the details and get you on our schedule once we receive your deposit, which leads to..

13) Do you require a deposit?

Yes. For all orders totaling \$100 or more, we require a down-payment of 25% of the quoted price. This ensures that we can hold your date, as we only book a limited number of events per weekend due to our size. Should you need to cancel your order, your deposit is refundable in full up to 4 weeks prior to the event, and 50% from 4-2 weeks in advance. Unfortunately we are unable to refund deposits for any cancellations with less than 2 weeks notice, as we would have likely turned down other orders for that date to ensure we could give yours the attention it deserves.

14) Is there a contract for me to sign?

That depends on the complexity of the cake or other desserts. A simple 2-tier cake may not require a full contract; we generally consider your down-payment and approval of the quote to be our agreement. However, for large events with several components or custom items, we may require you to sign a contract to ensure that we are all on the same page, nothing was missed, and you get exactly what you have in mind.

15) What if I have other questions?

Our staff is always happy to assist in answering any questions you may have while planning your event with us. If you would like to sit down with Mary personally to discuss your event options, we schedule those consultations by appointment only, and at a rate of \$100/hour.

