

TOTALLY BAKED CONTRACT

•DEPOSIT:

A deposit of 50% is required to secure your date. The deposit is applied towards your grand total and is deducted from the final invoice. If the deposit is not received within 7 days your booking will be deemed **canceled** and the date will be released back to the general public.

•DATE RESERVATION:

Upon your deposit TOTALLY BAKED will reserve your date for your baked good(s). The deposit is **NON REFUNDABLE** and **NON NEGOTIABLE**.

•BALANCE:

The Balance of payment is due 2 weeks prior to your date. It is your responsibility to provide the final payment within the agreed time. Absolutely no baked good(s) will be delivered without prior payment in full according to these terms.

•TIME AND LOCATIONS:

TOTALLY BAKED is not responsible for any incorrect times or locations given by the customer.

•METHOD OF PAYMENT:

Payments may be made in cash or e transfer.

•CANCELLATIONS:

TOTALLY BAKED will accept cancellations up to 14 days prior to date. The 50% for the deposit to secure your date will **NOT BE REFUNDABLE**. Cancellations with less than 14 days will result in the loss of the 50% deposit.

•SET UP & DELIVERY FEE:

There is a \$50 set up (if needed) & \$10 delivery fee (within Windsor) \$20 & up (outside of Windsor).

•CLIENTS RESPONSIBILITIES:

TOTALLY BAKED is not responsible for any damage to the baked good(s) after delivery and set up is complete. As the customer, you are responsible for what happens once the baked good(s) are in your possession. **Please note:** Cakes can be heavy sometimes and need optimal room temperature of a maximum of 75 degrees or below.

•FRESH FLOWERS:

If you would like fresh flowers and decide to provide them from an outside source, TOTALLY BAKED is not responsible for the "freshness" of the flowers once I receive them. Upon you providing the fresh flowers, I will be putting them in water immediately. You acknowledge that the fresh flowers are not a food product and may contain pesticides, dirt, insects and other contaminants.

•PICK UP:

If you or your representatives pick up the baked good(s), you assume all liability and responsibility for the condition of the baked good(s) once it leaves TOTALLY BAKED's possession.

•PHOTOGRAPH RIGHTS:

On occasion we will photograph our baked good(s) and we reserve the right to use any photographs without compensation to you. Photographs of your baked good(s) are for display or promotion on social media, website, business cards, flyers, banners etc.

•FOOD ALLERGY:

TOTALLY BAKED products may contain or come into contact with milk, nuts, wheat, soy and other allergens. You must agree to notify your guests of these risks. TOTALLY BAKED is **not** responsible for any allergy reactions that occur if not notified prior to booking.

•ALCOHOL:

Please note that Totally.Baked is not a licensed liquor supplier. If alcohol is required for a baked good(s) then it is up to the client to cover the full cost of the alcohol needed. I will then purchase and package the alcohol provided for the baked good(s). Also alcohol is simply provided as a gift and is NOT for resale of any kind.

•CHANGES:

Any changes to your order such as size, description, flavours etc will be accepted 14 days prior to the date. After the 14 days I can not accept **ANY** changes.

•NUMBER OF SERVINGS:

It is your responsibility to order the proper amount of servings appropriate for your event. Servings are an estimate and will differ depending on the individual cutting and their style of cutting.

•TOTALLY BAKED GUARANTEE:

Customer satisfaction is my top priority. My goal is to make sure that you are pleased with your purchase(s). It is an honour that you chose me to be apart of your special occasion and know how important my product is to you. It will always be my goal to make sure you are satisfied . As the baker; I have fully read and understand your placed order. Please note: I keep copies of all customers order transactions for my records.

Thank you for your support!

Rakiesha Jones

Owner and Operator, Totally Baked Goods.