

Sweet Temptations Cakery

Terms & Conditions January 2022

Full Terms and conditions for Sweet Temptations Cakery are detailed as below.

Following your enquiry, the price you have been quoted is valid for 3 months, paying your initial payment (see below) secures the price and prevents any further price increases unless there are any significant changes/additions required or in exceptional circumstances beyond our control such as price increases or if we must outsource specific cake decorations.

Alterations/changes

It is your responsibility to read and check the quote thoroughly, any amendments should be made in writing / by Email .If requested we will endeavor to adjust the design where possible however sometimes this is not possible due to the nature of the request or timescale remaining.

If the request effects the preparation/ alteration to the design already agreed/undertaken, the balance will be adjusted accordingly.

Sweet Temptations Cakery reserves the right to charge a minimum of 75% of the original price quoted should the alterations reduce the final price to less than 75% of the original price.

(Please note although we will do our best to make these changes, last minute changes cannot always be made)

Securing your booking

To secure your booking the following payments will be required:

Charge for cakes/baked goods:

£50.00 and under - payment in full is required upon booking your order.

Over £50.00 - £100.00 - 50% of the total amount to secure your order and the remainder no later than 1 week (7 days) before collection.

Anything greater than £100.00 – 50% to secure your order and the remaining no later than 4 weeks (28 days) before collection.

Cake stands

The amount quoted for hire of cake stand's is required in full. Part of this payment is refundable as stated upon return of the cake stand in good condition. If the stand is not returned within 5 days after the event or there is any damage, we reserve the right to withhold all or part payment that would have otherwise been returned to replace/fix the cake stand's.

Should you wish us to outsource a stand for you to purchase such as natural wood slice stands we will require the purchase price and postage including any VAT charged by the supplier prior to ordering.

Payment

All Payment should be made by bank transfer to :

Sweet Temptations Cakery

Sort code: 08-71-99

Account no 05340060

Please Email elaine@sweettemptationscakery.com with confirmation of transfer in order that we can acknowledge your payment.

Late Payment

If payment in full is not cleared in our bank within the requested time we reserve the right to cancel any previous arrangement.

Cancelation

We will do our best to use our discretion when a cancelation is made. However, If cancelation takes place prior to paying your final balance at short notice, we reserve the right to retain 30% of your initial payment. If cancelation takes place after the final payment, we retain the right to retain 75% of the total price to cover the production of the cake.

We reserve the right to cancel the booking in very unusual circumstances beyond our control, such as Fire or ill health. At which time we will refund any money in full.

Transportation

For the cake to arrive at its destination without damage we recommend it is transported on a flat surface such as the well of the car or firmly secured in the boot. We do not recommend carrying your cake on a passenger's lap or strapping into passenger seat with a seat belt! Air conditioning should be on, and the drive should be slow. We cannot be held responsible for any damage to the cake once it leaves our possession. Please ensure you follow the guidelines given.

Collection/Delivery

As a rule, we operate on a collection only basis, however we can offer delivery locally in certain circumstances such as weddings and where large cakes are ordered, this will be discussed upon consultation. We will only deliver within a 10-mile radius of our address. such as Ulverston. Delivery charges will apply.

We do ask that you collect on the date and time stated,

Please note due to other work commitments, we may have to offer delivery/collection the evening before if agreed, .

We recommend wedding cakes are collected the day before. It is your responsibility to ensure the table, Linen and cake knife are set up unless you require us to liaise with the venue on your behalf.

Allergy / Dietary requirements

Please discuss with us if there are any special dietary requirements. Although we can exclude some products from our cake's they are still used in our kitchen

We cannot guarantee that any cakes are completely free of all traces of Allergens for people that are highly sensitive.

All our baked goods are made in a kitchen that handles Wheat **(Gluten) Egg, Tree nuts, Peanuts, Soya bean, Dairy, Sesame, other allergens that may be present in certain added ingredients but are Mollusks, celery, crustaceans, fish, lupin, mustard.**

Please notify us of any allergens/food intolerances.

Some food colorings that we use may have an adverse effect on activity in children. These are as follows: -

E102 Tartrazine, E104 quinoline yellow, E110 (Sunset yellow FCF) E122 Carmoisine, E124 (Ponceau 4r) E129 Allure red.

If you have any enquiries regards any ingredients, please don't hesitate to contact us, we are always happy to discuss this with you.

None-Edible items

Some of our cakes may contain non-edible parts such as Dowels in tiered cakes, Ribbons, posy picks (flower holders) Wire etc. it is the customers responsibility that these are removed before consumption.

Concerns

Please inspect your cake on collection, once the cake has been handed over, we will assume you are happy with the finished product. If you

have any concerns about your cake, please notify us upon collection/delivery/inspection

We will provide you with collection details upon request/ when your order is ready along with directions.

We pride ourselves on our quality of products and our professional service

Any information you share with us will be kept strictly confidential.

Thank you for using our service.

Sweet Temptations Cakery