

# Piece Of Cake Events

## Soft Serve / Ice Cream Machine Hire – Frequently Asked Questions

### How does the ice cream machine work?

Our machines produce smooth, creamy soft serve throughout your event.

Simply:

- Add the prepared mix
- Turn on the machine
- Allow time to freeze
- Dispense as needed

Piece Of Cake Events provides simple instructions with every hire.

### How long does it take to harden?

Soft serve typically takes 60–90 minutes to reach serving consistency.

We recommend allowing up to 90 minutes for best results, especially in warmer weather.

### What power is required?

- Standard 10amp power outlet

For best performance:

- Use a direct power source
- Avoid sharing with other appliances

### Does placement affect performance?

Yes – very important.

- Keep the machine out of direct sunlight
- Allow ventilation space on both sides
- Avoid enclosed or tight spaces

This helps the machine freeze properly and maintain consistency.

## **What's included with the hire?**

All soft serve machine hires with Piece Of Cake Events include:

- Ice cream machine
- Ice cream mix (based on selected serves)
- Cones or cups
- Basic setup instructions

## **What setup options are available?**

We offer flexible setup options to suit your event:

### **Benchtop Machine (Standard)**

- Compact and space-saving
- Placed on a suitable table

### **Table Setup (Styled Option)**

- Add a table + linen for \$20
- Clean, styled presentation

### **Full Carnival Cart (Premium Setup)**

- Includes full cart with awning
- Creates a standout feature
- Requires minimum 2m x 2m space

## **What surface does the machine need?**

- Must be placed on a heavy-duty, stable table
- Requires ventilation space on both sides

Table hire available for \$20 (includes linen)

## **Can I choose flavours?**

Yes!

Vanilla is standard

Chocolate available on request

Please contact Piece Of Cake Events prior to booking.

## **Can I choose toppings?**

Yes!

We offer a wide range including:

- Gummy bears
- Flakes
- Chocolate syrup
- Caramel syrup
- Strawberry syrup

## **Do you offer waffle cones?**

Yes:

- Cups
- Sugar cones
- Waffle cones (premium option)

## **How heavy is the machine?**

- Approx. 40kg when filled
- This is the heaviest of our machines

## **Can I pick up the machine?**

Pickup is available, however:

- It is a two-person lift
- Requires a suitable vehicle
- Requires a heavy-duty table

Due to the weight, delivery is strongly recommended.

## **Can someone operate the machine for us?**

Yes!

We offer a Piece Of Cake Events attendant to manage your machine.

This includes:

- Serving guests
- Managing portions
- Keeping the setup clean

Perfect for:

- Parties
- School events
- Fundraisers
- Large gatherings

This is an optional add-on service

## **How does delivery work?**

- Delivery is charged per booking, not per machine
- Hire multiple machines and only pay delivery once

Includes:

- Drop-off
- Setup guidance
- Collection

Additional charges may apply for:

- Difficult access
- Stairs or long distances
- Specific delivery times

## **Do I need to clean the machine?**

No cleaning required

Piece Of Cake Events completes full cleaning after collection

If pickup is selected:

- Please empty and rinse the machine
- This helps prevent spills during transport

## **Can I hire this with other machines?**

Yes!

Popular combinations:

- Slushie + soft serve
- Popcorn + soft serve
- Full event packages

## **I'm a school – do you offer special pricing?**

Yes!

We offer exclusive school pricing and fundraising options.

Please refer to our:

School Fundraising & Exclusive Pricing Guide

Designed to help schools maximise profit and keep events simple.

## **How do I book?**

Simply:

1. Add your product to cart
2. Select delivery
3. Checkout

You'll receive an email confirmation instantly.

We hold multiple machines in stock, so your booking is secured straight away.

## **Can I pay a deposit?**

Yes!

Contact us to arrange a deposit invoice

with the remaining balance due prior to your event.

Piece Of Cake Events – Making events easy, fun and unforgettable