



Botanical Cakes

Terms and Conditions

Before confirming your order with Botanical Cakes please read our terms and conditions. These are detailed below and explain how we operate, including:

1. Securing your order
2. Remaining Balance
3. Final Design
4. Hiring items
5. Wedding cake Delivery and set up
6. Allergies and intolerance
7. Cancellation policy
8. Postponement
9. 'Acts of God'
10. Privacy and confidentiality.
11. Agreeing to the Terms and Conditions

The terms 'you' and 'your' in this document refer to you the customer.

1. Securing your Order

To secure your booking with Botanical Cakes we require a non-refundable booking fee of 20% of the cost of your order. Upon receipt of your deposit, your booking is secured.

All quotes and documents detailing the design of your cake will be sent to you within seven working days of receipt of your deposit.

Botanical Cakes will provide an initial quote for your order. However, it reserves the right to revise the prices after this period: prices may vary or changes made (such as alterations to design or quantity). Botanical Cakes will discuss any price changes with you and provide a revised written quote.

2. The Remaining Balance

botanicalcakes@outlook.com



Wedding Orders: The remaining balance of your invoice must be paid within three weeks of your wedding day. The exact date will be specified on your quote.

Occasion orders and other baked goods: The remaining balance must be paid in full at least 24 hours before delivery.

3. Final Design

We will create your order or orders exactly as agreed and written up by Botanical Cakes, and signed by you. This is inclusive of flavours, decorations such as flowers, spheres, and ruffles, and hire items.

Wedding cakes: If you wish to change or alter your design, please advise of the change of design within five weeks of your wedding day. Botanical Cakes will contact you five weeks before your wedding day to make sure you are still happy with the design.

Occasion cake and bakes: Design of occasion cakes and other baked goods will be discussed and confirmed with you when you place your order.

4. Hiring Items

We have multiple display items available for hire, ranging from a swing cake stand, various designs of cake stand and cake decoration hoops. Your requirements and the cost of hire and deposit against damage or loss will be discussed in your initial consultation.

All hire items are the property of Botanical Cakes. They must not be defaced, tampered with, or changed in anyway. All breakages, loss of item(s) or damages must be paid for to replace the item 'like for like' within seven days of the event. All damages and/or losses will be invoiced, inclusive of post and packaging and damages must be paid within 24 hours of receiving the invoice.

Whilst the hire items are in your procession, you are responsible for them until they are returned to Botanical Cakes. We ask that all items are returned to Botanical Cakes within three days of your event.

5. Wedding Cake Delivery and Set Up



We can deliver and set up your wedding cake. Deliveries within 10 miles of Botanical Cakes will be made free of charge. Deliveries over 10 miles of Botanical Cakes will incur an additional cost. Please advise the delivery venue when you place your order so delivery charges can be included in your initial quote. However, you may choose to collect your order from Botanical Cakes yourself.

Once your order has been delivered and set, or collected, you are responsible for it. Botanical Cakes does not accept any responsibility for any loss or damages that may arise after delivery or collection. Please bear this in mind when choosing where you want your cake to be displayed (for example avoid positioning it in direct sunlight or where it might be knocked over).

If you have requested that you want your cake or baked goods left with a third party, this is also your responsibility. Botanical Cakes does not accept responsibility for damage to goods being delivered and set up through a third party.

If you choose to collect the cake yourself, we will advise how best to transport the cake, having packed the product as best we can. However, Botanical Cakes does not accept responsibility for damage incurred after collection.

6. Allergies and Intolerances

Botanical Cakes will work with you to accommodate for your dietary requirements. However, we cannot guarantee that any of our products do not contain any substance that may cause an allergic reaction. We will do everything that we can to prevent cross contamination from ingredients such as nuts, dairy products, and gluten as required.

Your dietary requirements will be discussed in your initial consultation. It is your responsibility to advise Botanical Cakes of all dietary requirements, including but not restricted to: vegan; vegetarian; gluten free; nut free; dairy, or lactose free products. We can provide options to help ensure our products meet your requirements as best as possible.

Nut allergies: Nuts are handled in the kitchen and some of our products contain nuts. Nut oils stay on hands for three days: Botanical Cakes cannot guarantee that products will be free of traces of nuts or nut oil.

Whilst Botanical Cakes will take all reasonable steps to prevent cross contamination, it is your responsibility to inform your guests that nut oil may be present in our products.



Botanical Cakes does not accept liability for reactions to our products. This includes, but is not limited to: nuts; nut products and oils; alcohol; dairy; wheat; sulphates; or colouring. It is your responsibility to inform your guests of this.

Please also note that some decorations are not edible, including fresh flowers, dried flowers, wires, ribbons, pins, jewels, boards, doweling (used inside the cake to support its structure). Botanical Cakes does not accept liability for consumption of inedible products.

A full list of ingredients for our products can be provided, detailing everything used to create your cake. Botanical Cakes works with its customers to accommodate dietary requirements and ensure their safe consumption. Some venues require a list of ingredients. It is your responsibility to ask Botanical Cakes to provide this and your, the customer's responsibility, to forward it to the venue.

7. Cancellations

Wedding orders: Any cancellations after the three-week period will not be refunded, you are still liable to pay the full balance. Therefore, we advise that you take out wedding insurance. If you need to rearrange your date due to unforeseen events, we can arrange and work with you on new day (notwithstanding other prior commitments). If you need to cancel prior to the three-week period we cannot refund your deposited.

We understand that unforeseeable events occur and ask that you give as much notice as possible if you need to cancel. Please advise us in writing no less than two weeks prior to your wedding if you need to cancel.

Occasion cakes and other baked goods: Cancellations within 48 hours of the day of delivery cannot be refunded and payment in full is still required. Cancellations of less than 48 hours: deposits cannot be refunded. If you need to rearrange we will do our best to help you and still provide your baked goods.

8. Postponement and Rearrangement

We understand that unforeseen events occur and we can work to rearrange with you. We will do our best to make sure we can fit you in. However, we cannot guarantee that we will be able to accommodate your new date.



Wedding orders: You can only postpone your booking up till three weeks prior to your wedding day. However, we ask for as much notice as possible. On agreement and confirmation of the new date, your deposit payment will be transferred to the new date and any items listed for hire on the invoice (depending on availability).

If you need to postpone less than three weeks before your wedding we cannot reimburse your payment (see our cancellation policy above) and therefore advise you buy wedding insurance.

Occasion cakes and Bakes: Please give at least 48 hours notice of postponement; there will be an additional charge for this.

9. 'Acts of God'

Botanical Cakes does not accept liability for events that interfere with the delivery of its goods. These include, but are not restricted to: severe weather; power cuts; Government advice and guidelines; COVID restrictions; labour disputes; acts of war or conflict, and other events outside of Botanical Cakes' control or influence.

Whilst Botanical Cakes will seek to work around any such events or restrictions to provide your order on time, we must ensure that we work safely and within Government guidelines.

10. Privacy and Confidentiality

Botanical Cakes will obtain information from you solely with the purpose of fulfilling your order. This will include details such as: name; email address; phone number; contact address; dietary requirements and intolerances; religious beliefs (if relevant); wedding venue; wedding date. This information will be stored securely and confidentially. Upon completion of your order, this information will be destroyed securely.

We will not share your details with any third parties, bodies or organisations unless given explicit consent by you.

When paying for products on our website, Botanical Cakes uses the WixStores and PayPal for all financial transactions. Therefore, we can access the details you share with PayPal when making a purchase on our website. Please refer to PayPal's Privacy Policy for details of how this information is protected and stored.



GDPR (General Data Protection Regulation): you have the right to request details of any personal information that we hold about you and for this information to be disregarded.

You have the right to change the permission that you have given us, how Botanical Cakes uses your information, to request that we stop using your information, the right to ask that we delete all personal information that we hold in relation to you. If you wish to do so, please contact us to discuss. All such requests should be confirmed in writing.

Botanical Cakes will work with you to ensure you are completely satisfied with the products we provide. If you not satisfied please tell us – our aim is to have happy customers. We would appreciate all feedback so that we can continue to improve our services.

11. Agreeing to the Terms and Conditions

Your agreement to Botanical Cakes terms and conditions is hereby made when you sign this document, as well as paying the initial deposit. You will be sent a copy of our Terms and Conditions after the initial consultation

Botanical Cakes reserves the right to amend and update our terms and conditions periodically as necessary.

