



Luxury cakes

*harrysgirlcakes@gmail.com*

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## Terms & Conditions

### Enquiries

Please allow 24-48 hours for a response to messages and emails.

### Notice in Advance

It is requested that 2-3 weeks' notice be given where possible, materials and special ingredients required for complex designs may not be accessible during busy periods.

### Designs

Feel free to send me your preferred designs. Whilst I will take your designs into consideration for inspiration, it is not a desire of Harrysgirl to copy others designs to be identical to one you may have found in a picture. Also, as a cake decorator I do like to know that you have approached me because you trust in my art to create a unique design just for you.

\*I do not make Fondant cakes or sculpture cakes; my specialty is Buttercream.

### Collection

All orders are generally organised to be picked up from my council registered home kitchen, delivery can be organised at an additional cost if necessary. In all cases once the customer has taken ownership of the cake it is no longer the responsibility of Harrysgirl.

### Payment

I require a 50% non-refundable booking deposit\* to secure your date. Your order date will not be formally confirmed until the booking deposit has been received.

\*Deposits are non-refundable due to any loss of business arising from turning away other bookings requested for your same date. Payment of your booking deposit acknowledges that you accept all of the terms and conditions.

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M 0403 192 478 | E [harrysgirlcakes@gmail.com](mailto:harrysgirlcakes@gmail.com) | ABN 36 004 605 290 | [www.harrysgirl.com.au](http://www.harrysgirl.com.au)

**Cakes | Cupcakes | Biscuits | Macarons | Desserts**



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Final payment is to be made one week out from collection or delivery (this date will be noted on your order). If final payment is not received on the advised date your order will not be finalised and your deposit will be forfeited. Please understand that the date for final payment is put in place as completed cakes cannot be salvaged or saved if a cancellation occurs and costs to the business must be covered.

#### Allergies

If there are any allergy or dietary requirements, please advise straight away before booking is confirmed. My cakes and desserts are made in an environment where nuts, egg, milk, gluten and other allergens are present. I cannot guarantee that any cake is entirely allergen free as I have no control over ingredients packaging processes, although I make every effort to ensure that all allergies are accommodated in the preparation and decorating process.

1. Your initial deposit reserves your event date and is non-refundable.
  2. We must receive the balance by the due date indicated on your order or the order becomes null and void.
  3. Any changes of size, style or flavours of the cake requested less than one week before your pickup /delivery date cannot be guaranteed and may be subject to additional charges.
  4. Your cake design is unique to you and any pictures and references sent through are for inspirational purposes only, your cake can never be made identical to a picture as all cake designers use differing techniques, ingredients and supplies also differ between countries. It is our aim to get your item as close as possible to your vision but understandably items will never be identical in look or colour.
  5. Costs of delivery and setup if required, is dependent on the location of the venue and will be stipulated in the final price.
  6. We are not responsible for any damage to the cake after pickup/delivery is complete. You are responsible for providing an appropriate and secure table and environment for the cake(s). Cakes are heavy and require a sturdy table, and optimal room temperature of 24 degrees Celsius or below.
  7. If flowers are provided by an outside source, we will place them for an additional fee. You acknowledge that fresh flowers are not a food product, and may contain pesticides, insects, dirt, or other contaminants.
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8. If you or your representative elects to pick up and set up the cake, you assume all liability and responsibility for the condition of the cake once it leaves our possession.
9. All cakes and sweets are photographed, we reserve the right to use any photographs for display or promotion without compensation to you.
10. Our products may contain or come into contact with milk, wheat, nuts, soy, and other allergens. You agree to notify your guests of this risk and Harrysgirl will not be held responsible for any allergic reactions. It is your responsibility to advise if there are any allergies before placing your order and all requests will be followed, however it is your responsibility to check your guests and ensure they do not have allergies.
11. Most decorations are edible but some are not, it is advised that you remove all decorations prior to cutting the cake for consumption, some decorations also contain wires or toothpicks for stability and it is advised to avoid serving any decorative items to yourself or guests.
12. Cancellations are only provided if more than 30 day's notice from your booked date are provided, any cancellations inside 30 days will require a rescheduling of date or deposit to be forfeited. If cancellation is required within 7 days of your booked date both deposit and final payment will be forfeited due to loss of business (Covid policy applies if cancellation is due to GOVERNMENT COVID LOCKDOWN).
13. COVID policy- In the event that a COVID lockdown is implemented at the time your event is due to occur, it is our policy that, if MORE THAN 5 days out from your booking date a Government lockdown is initiated you can be moved to a suitable future date and your deposit/final payment monies transferred to this date. If the lockdown occurs within 5 days OR LESS of your event date you may choose to still take possession of your goods which by this time would have been paid in full or forfeit your full payment as this time frame unfortunately does not allow us to avoid already having prepared your perishable items with an unavoidable cost to the business.
14. All customers are advised to never push any one's face or body parts of any nature into the cake as an act of foolery or jest, there are often structures within the cake that can cause harm if forced upon anyone, it is also your responsibility to advise your guests of this.
15. Performance of this agreement is contingent upon our ability to complete the Agreement and is subject to labour disputes or strikes, accidents, Acts of God, and other causes beyond our control.