



## Terms & Conditions

Website: [www.thecakeworx.co.uk](http://www.thecakeworx.co.uk)

Email: [stephanie@thecakeworx.co.uk](mailto:stephanie@thecakeworx.co.uk)

Tel: 07511 306 869

### Types of Bookings

The Cakeworx designs and produces Celebration and Wedding Cakes.

### Deposits and Final Payments

A non-refundable deposit of 20% of the total value of the order is required to secure your Celebration Cake Order.

A non-refundable booking fee of 25% is required to secure your wedding date.

Without a booking fee, we will not hold your date. Priority will always be given to the paying customer.

The final payment for Celebration Cakes must be made 7 days before collection or delivery. Failure to make final payment in full and on time will result in the order being cancelled and the deposit retained.

The final payment for Wedding Cakes is due 4 weeks before your wedding date. If final payment is not received in full and on time, your wedding cake will not be made.

Once final payment has been made, this is non-refundable.

### How To Make Payments

Payments must be made by:

Bank transfer to: Account Number: 26110647 Sort Code: 23-69-72 Account Name: The Cakeworx Ltd.

### Refunds and Cancellation

Any cancellations must be in writing by the person who ordered the cake. Should the customer cancel their booking, any sums paid are non - refundable due to time already spent in consultations and the loss of additional business due to your booking preventing further bookings on that date. We may be able to transfer your booking to an alternative date at our discretion and always subject to our availability.

We retain the right to cancel the booking in very unusual circumstances beyond our control, such as fire, ill health and we will in this instance refund any money taken in full and offer an alternative cake maker where possible.

### Collection and Delivery

Celebration Cakes may be collected from The Cakeworx. If delivery of a celebration cake is required, this should be indicated at the time of ordering, and a delivery price agreed.

All wedding cakes must be delivered by The Cakeworx, they cannot be collected by the customer.

The cost of delivery and set up at your wedding venue is included in the price quoted.

If the delivery address is changed and of a further distance then additional charges may apply.

Although care is taken when transporting cakes, damage in transit can occur. We carry a cake repair kit for circumstances where damage may occur. We cannot be liable for any damage to the cake at venue once we have left the premises.

### Outdoor Events

Any cake placed outside or in a tipi, marque, or barn during an event has the possibility of melting or deforming due to the weather. We are not liable for the cake once it has been collected or delivered.

### Cake Location

It is up to the customer to ensure that the venue supply a suitable table and location for the cake to be displayed. We are not liable for the cake once it has been collected or delivered.

### Design and Alternation

It is your responsibility to read the quote thoroughly.

Any alterations must be made in writing by email.

We can accept alterations for Celebration Cakes up to 2 weeks before collection or delivery.

We can accept alterations for Wedding Cakes up to 4 weeks before your Wedding Date.

If you would like a specific colour match for the cake, it is up to you to provide us with something such as a piece of ribbon or fabric sample for us to use to colour match. All colour matches are as close as possible and may not be an exact match.

If requested, we will endeavour to adjust the design where possible however sometimes this is not possible due to nature of the request or the amount of notice given. If the alteration effects the cost, or preparation work for the original design has already been undertaken, then your balance will be adjusted accordingly. We reserve the right to change the design at any point if circumstances beyond our control (such as the weather) may compromise the quality of the design.

By ordering with The Cakeworx you agree to allow us flexibility when creating your cake to alter the original design if it is felt necessary in order to avoid compromising the overall quality of the cake. Every cake is made individually by hand, so although every effort is made to ensure consistency, a small amount of variation may occur.

#### Allergies and Special Dietary Requirements

Please discuss with us if you or your guests have any special dietary requirements.

Cake can be made vegan, gluten free, and dairy free. We do not make cakes that are guaranteed free from nuts. please be aware that cakes are made in a kitchen that does handle the above ingredients.

Cakes can also be contaminated at the venue via other products and we will not be responsible for this.

#### Non - Edible Items

Most cakes contain small proportions of inedible items, eg. support dowels, ribbon, wires in sugarflowers, flower picks and flower take. It is the client's responsibility to ensure that these are removed by your venue/caterer before consumption. Some flowers are poisonous and not suitable for use on food products, you should notify your florist of your intention to use flowers on food to ensure that non-poisonous flowers are provided. We will not be responsible for any flowers that are provided.

#### Best Before Date

Your cake is baked to ensure it is fresh for the date of your event.

We cannot guarantee its quality if a buttercream covered cake is consumed more than 2 - 3 days after the collection.

We cannot guarantee its quality if a sugarpaste covered cake is consumed more than 14 days after collection.

Cupcakes should be consumed within 48 hours of collection.

#### Complaints

If you have concerns about your cake, please notify us as soon as possible after delivery so that we can rectify it in time for your event.

Any other concerns should be made in writing with evidence of the fault included. A refund will only be given if cakes are returned uneaten and are unsuitable for consumption/not as detailed in the original quote. No refunds will be given due to change of mind. In the unlikely event of late delivery (defined as delivery after the start of the wedding breakfast) the maximum compensation will be 10% of the full cost. We ask for patience with factors that may be beyond our control such traffic conditions and weather as we cannot be held liable for such delays.

Last Updated: March 2021