

# SIMPLICITY CAKES

*By Sarah*

Award Winning Wedding Cake Design

## **TERMS & CONDITIONS**

Please read the below terms and conditions very carefully - you will be required to acknowledge your acceptance of them before an order can be confirmed.

### **Booking**

Following a consultation (where necessary), your event date is temporarily reserved for 7 days. After this 7 days, a non-refundable 50% retainer and a signed copy of your order are required to reserve your date and confirm the booking (see also: changes). There is a 24 hour 'cooling off' period following transfer of your retainer, during which time, you may change your mind and receive a full refund.

If you have not sampled the cakes and it is appropriate, an additional option to pay a £100 date retainer fee may be offered to extend the temporary date reservation until 7 days after the next tasting weekend. The £100 is non-refundable if, following the tasting, you do not wish to continue with the booking. After this 7 days, the remainder of the deposit charge is required to secure the booking or the date will be released.

### **Final payment**

The balance is due 4 weeks before the event date (6 weeks for fruit cakes). Payment should be made by cash, cheque (considered accepted when the cheque is cleared) or electronic transfer (bank details will be provided). Cash on the day of the event will not be accepted. The final payment is non-refundable within 4 weeks of the event.

### **Changes**

**To the cake...** Any changes must be submitted in writing. While we will endeavour to accommodate any changes where possible, changes made within 4 weeks of the event may not be possible. Changes to the cake design may be subject to an additional charge. Only the person who placed the order can make changes to the cake.

**To the date and/or venue...** Where possible, any such changes will be accommodated. If changing is not possible due to other commitments, regrettably your deposit will not be refunded. If an event is postponed there may be an additional charge for materials if they have to be re-made.

### **Cancellations**

The deposit is non-refundable. Clients are liable for the full balance should a cake be cancelled within 4 weeks of the event (6 weeks for fruit cakes).

### **Returns/Refunds**

You should contact us immediately should you have any issues with your cake. Full refunds will only be provided if a cake is not delivered at the specified time. Should you be dissatisfied with the cake itself, it must be returned to us uneaten as soon as possible - a credit note will be issued if it does not meet our own standards. Personal perception of flavour and texture are subjective and not sufficient grounds for a refund. If the cake is not returned, no refund will be provided.

### **Deliveries & collection**

Delivery within 5 miles of SN25 is free, whilst delivery outside this area can be arranged for a charge. 2

hours will be required to set up a cake on-site. Collections can be arranged. *Simplicity Cakes by Sarah* cannot be held responsible for damages to the cake once it has been delivered and assembled or collected and left our premises. A signature will be required to acknowledge that the cake has been received in good order. While every effort will be made to deliver a cake, we cannot be held liable for events beyond our control which may prevent us from doing so (e.g. weather, traffic). Any compensation for non-delivery deemed the fault of *Simplicity Cakes by Sarah* is limited to the value of the order.

### **Cake stands/other hired items**

We keep a limited number of cake stands in stock which can be hired for a charge and additional security deposit. It is the Customer's responsibility to return any hired items to us and the security deposit will only be refunded when the items are returned in their original condition. Security deposits will be returned by electronic bank transfer.

### **Cake information**

While cakes may not contain visible pieces of nuts or other ingredients, they are not prepared in an allergen-free environment and as such, are not suitable for food allergy sufferers.

All cakes (may) contain milk, eggs, flour, nuts. It is the client's responsibility to inform guests (or anyone who may eat the cake) that allergens may be present.

If you have any questions about allergens, please contact us before ordering for further information.

Decorations should not be eaten unless you have been specifically advised that it is safe to do so. We can advise on storing your decorations if you would like to keep them.

The client is responsible for removing any non-edible items from the cake before consumption – *Simplicity Cakes by Sarah* cannot be held responsible for any injuries that may arise as a result of failing to do so.

Sponge cakes should be consumed within 24 hours of the specified event date unless you have been notified otherwise. Cakes may be frozen; they should be wrapped in airtight packaging and frozen on the day of the event. Consume within 24 hours once defrosted.

### **Fresh flowers**

Some flowers are toxic and as such, are not suitable for decorating cakes. In addition, some pollens may also damage the cake. Check with your florist before ordering. *Simplicity Cakes by Sarah* cannot be held responsible for any damage to or contamination of your cake as a result of using fresh flowers for decoration.

### **Caring for your cake**

Decorations on your cake should not be refrigerated and should be kept clear of water.

### **Images for marketing**

We reserve the right to photograph any and all cakes for inclusion in our marketing materials.

### **Exclusive vendor**

We must be the sole provider of cake for any event unless explicitly agreed otherwise in writing at time of ordering.