**Booking**

**-** **A non-refundable** booking fee of £100 **secures the date. Without this, the booking will not be confirmed [& a date will not be held for longer than 24 hours].**

**-A final invoice will be sent and the remaining balance must be received four weeks before the event. If the remaining balance is not paid in full, the booking will not be fulfilled. Payment is to be made via bank transfer or in cash.**

 **-All bookings will be confirmed, in writing [post or email], by Delicious Pink Cakery. It is your responsibility to check that all booking details are correct. Delicious Pink Cakery must be notified of any errors as soon as possible [and at most, within 48 hours of booking].We will not accept responsibility for any un-notified booking errors.**

**- Assuming a date remains free; quotes are valid for a period of 2 weeks from receipt for weddings.**

**-Without a** booking fee**other orders may have been taken for your date. We also reserve the right to review any quotes.**

**Alterations**

**-We are happy to make alterations to your cake order up to 4 weeks before the event-if the design permits. If this affects the balance your final invoice will be adjusted accordingly. Any changes requested after this date are made at the discretion of Delicious Pink Cakery.**

**-We also reserve the right to change the design at any point if circumstances beyond our control may compromise the quality of the finished cake, e.g. hot weather. If you have any questions regarding your cake order, please contact Delicious Pink Cakery as soon as possible.​All alterations will be confirmed in writing [post or email] by Delicious Pink Cakery.**

-Colours: an exact match cannot be guaranteed but we will try to match ribbons; food colourings and icing as closely as we can.

**Cancellation Policy**

 **-**Preparation work often commences weeks ahead of the event, the following refund policy is in place and is non-negotiable. Please also note that any items which are ordered specifically for your bake [and cannot be used for other orders] are chargeable in addition to the forfeiture of a retainer.

-Cancellation by Customer: **The £100 booking fee is always non-refundable and non-transferable**. If an order is cancelled within 4 weeks of the event, the full balance is payable as other orders will have been turned away in order to reserve your date & it will be almost impossible to re-sell that space.

Cancellation must be made in writing [letter or email] & will be effective upon confirmation of receipt by Delicious Pink Cakery.

 **-Postponement: We will try to accommodate a change of date where possible, otherwise, a postponement will be treated as a cancellation.**

 **-Cancellation by Delicious Pink Cakery: In the unlikely event that Delicious Pink Cakery has to cancel an order, you will be notified as soon as is practicable & all monies will be refunded.**

**Dietary Info**

​Delicious Pink Cakery is not an allergen-free environment & is not suitable for those with allergies.

We regularly handle...

Milk, eggs and other dairy products

Nuts: Peanuts, Pecans, walnuts, almonds, cashews, coconut,

Soy & Sulphites

Wheat & Gluten

**It is your responsibility to advise us of any allergen risk** **& you agree to notify your guests of this risk and do not hold us responsible for allergic reactions.**

**Some cakes may contain food colourings which may cause adverse effects in children & & you agree to notify your guests of this risk and do not hold us responsible for allergic reactions.**

**Fresh flowers/inedible items/supports**

We prefer that your florist provides any flowers/foliage that you require. They should be wired / treated appropriately according to the design of your cake. Some flowers are poisonous/and many are unsuitable for use on food products. You should discuss your requirements with your florist and they should be able to suggest suitable non-poisonous, organic or edible flowers that can be used.

If you choose to add flowers/foliage to a cake, Delicious Pink Cakery will not be held liable for any problems arising from the use or provision of flowers/foliage. This includes but is not limited to incorrect preparation/mismatched shades or colours/poor conditioning or contamination.

**​**Cakes often contain some inedible items e.g. dowels, ribbon, wires, crystals, flower picks & flower tape etc. We will list them on the delivery note, but it is your responsibility to ensure that they are removed by your caterer/guests before consumption and we will not accept any further liability.

**Delivery & Collection**

**Collection: We will not be held liable for any damage to the cake once it has left our premises & you will be required to check the cake/s and sign a disclaimer;** no further liability for loss/damage will be accepted by Delicious Pink Cakery.

**-Cakes are most at risk during transport; so please read our cake care information [available on our website] & check that your wedding insurance covers cake damage. If you later decide to have your cake delivered-rather than collecting it as agreed-we will try to do so but cannot guarantee the time, as earlier delivery commitments will take priority.**

**Delivery: We obviously want to deliver your cake/s in perfect condition & in good time. However, some factors are beyond our control (e.g. traffic /Acts of God/strikes/Governmental action). We cannot be held liable for any delays.**

**-It is your responsibility to provide the correct details [time/location/postcode] for the venue. In the unlikely event of late delivery, with the fault being Delicious Pink Cakery’s, the maximum compensation will be a refund of the delivery price.**

**-** We cannot be held responsible for any damage that occurs once we have set up the cake & left the premises. Once the cake is in-situ, photographs/a video will be taken which will serve as proof that the cake was delivered in good condition. We will leave a handover sheet indicating the delivery date/time/cake information. Our Terms & Conditions state that the bride[s] and/or groom[s] accept responsibility for the cake at this point. If the cake is then moved/damaged, we cannot be held liable for any such occurrence and no further liability for loss/damage will be accepted by Delicious Pink Cakery.

The time of collection/delivery is to be agreed by both Delicious Pink Cakery and the customer. If collection/delivery time is to be changed by either party, the change must be confirmed in writing [letter or email] by both parties.

**Set-up**

**-The cake table/linen/cake stand/knife should all be set-up prior to our arrival. If they are not and a delay is incurred, we reserve the right to make a charge of £20 per full or part hour.**

**-Cakes cannot withstand extreme temperatures & prolonged exposure may result in damage. The venue is responsible for creating & controlling an appropriate operating temperature. Once the cake has been set up at the venue, it becomes the responsibility of the venue/bride[s]/groom[s].** If the cake is to be left with the event manager to assemble/move into position, it is their responsibility to ensure that they provide an appropriate and secure table and environment for the cake/s. **We cannot be held liable for any damage or problems arising from cakes being moved/stored/displayed/set-up in appropriate locations or in extremes of temperature.**

**-We reserve the right to use any photographs for display or promotion without compensation to you.**

**Complaints**

**-We want you to be delighted with your cake. Every effort is taken to provide you with an exceptional service based upon the highest standards of care and attention.**

-**If you believe that a cake has not been made to the agreed specifications [shape/size/colour/decor-and we make it clear that there may be some small variance if conditions or artistic licensing dictates], please inform us at the time of collection/delivery to allow us to review the original order [a copy of which is sent to you, for checking, after an order is placed].Failure to do so will result in no further liability being accepted by Delicious Pink Cakery**

**-If you believe that there is something intrinsically wrong with the cake, you must inform us immediately upon discovery and certainly within 24 hours of receipt.**

**-The cake must be returned to us for inspection in order to determine the accuracy/degree/cause of the alleged problem.**

**-You must return at least 90% of the cake.**

**-You must be able to assure us that the cake was placed & stored correctly in its original box [not a plastic/metal box];in a cool, dry place [not in a fridge] & away from heat & sunlight.**

**-Complaints lodged more than 24 hours after receipt will not be entertained as we clearly state that cakes are best enjoyed within 2 days of receipt.**

**-If it is determined that Delicious Pink Cakery is at fault, we will make every reasonable effort to correct it. If this is not possible, at our discretion, we may offer a full or partial refund [according to the degree of the problem] or a discount/gift voucher to be applied to further purchases.**

**-Any refund will be limited to & not exceed the amount of the original purchase.**

**By paying a retainer or placing an order, you understand that these terms & conditions are binding & you are agreeing to these terms & conditions which represent the extent of our liability. No further liability or correspondence will be entertained.**

Delicious Pink Cakery March 2020