

TERMS AND CONDITIONS OF SWEET SATISFACTION

This is a new Addendum to my website. Being the person that I am and the nature of my business, I have never felt the need to lay down the rules. Common sense, trust and honesty have always been the cornerstone of my business.

However, just in case anyone may not be sure of the unspoken rules, I will set out a few guidelines.

PRICE AND PAYMENT

Cakes are priced during the design and consultation process. A non-refundable booking fee of £100 is required to reserve a date for wedding cakes.

After discussion, a design and quotation will be submitted.

The balance will be due 4 weeks before delivery or immediately depending on time of quotation.

Quotations remain valid for a period of 30 days.

Should payment not be made timeously, then I cannot guarantee that the cake will be made to the design discussed, if certain materials or equipment were not able to be purchased accordingly.

CANCELLATION, POSTPONEMENT AND CHANGES

Should a wedding cake need to be cancelled for whatever reason, I regret that the booking fee is non-refundable.

In the event of a postponement, the payment schedule will remain unaltered and the date of delivery will be changed, subject to availability of the new date.

In the very unlikely event that I need to cancel an order then naturally all monies will be refunded.

ABOUT THE CAKE

I will do my very best to ensure that the cake will meet your requirements and expectations, as specified in our discussions and agreed sketch. I cannot be held responsible for disappointment with the design or interpretation of the client's brief. Colour matches are not guaranteed but every effort will be made to supply the cake that we have envisaged together.

Cakes are fresh and perishable products containing no additives and preservatives. It is assumed that they will be consumed on the date of the delivery. Cakes should be stored in a cool, dry place and away from direct sunlight and sources of heat. They should not be refrigerated unless advised to do so.

Special cakes baked using alternative ingredients to cater for food intolerances and lifestyle choices can be supplied. However, my kitchen is not an allergy free kitchen

because ingredients such as nuts, eggs, milk and flour are used regularly. This means that I cannot guarantee that any cake is entirely free from ingredients that may cause a food allergy.

Non-edible components are often used in wedding cakes - such as wired sugar flowers, flower picks, florist tape, ribbon etc. Tiered cakes will contain dowels to support the layer above. Obviously, these should all be removed before cutting and definitely before consumption!

Fresh flowers are not included in the price of any wedding cake and should the design call for fresh flowers, then these are to be supplied by your florist. Please be aware that certain flowers are not suitable for use on cakes due to their toxicity and I suggest you liaise directly with the florist regarding suitability. However, my direct communication with your florist should avoid any miscommunication regarding choice and quantity of flowers required.

DELIVERY AND COLLECTION

You are welcome to collect an ordered cake on the due date by prior arrangement, at no additional cost. Please note that I cannot accept responsibility for any damage to the cake once it has left my premises.

If delivery and setup has been requested, then it will form part of the quotation. Date, time and address would have been confirmed prior to delivery. Every effort will be made to meet these arrangements. However, I cannot accept responsibility for delays due to unforeseen circumstances. Once a cake has been delivered and setup according to your specifications at a wedding venue, I will require a signature from a responsible person (either from the venue or the wedding co-ordinator) to confirm that the cake has been delivered in good order. Thereafter, I cannot be held responsible for any damage sustained to the cake.

Should the cake order include the hire of a cake stand, a refundable deposit will be payable with the final balance. The stand will need to be returned in good condition within 5 days of the wedding, whereupon the deposit will be refunded.

COMPLIMENTS AND COMPLAINTS

Creating delicious and beautiful cakes is my passion and I have not received a single complaint in all my years of baking. However, should you be dissatisfied with anything regarding the decoration of the cake, please bring it to my attention immediately and I will be able to assess the nature of the complaint in order to rectify or adjust if possible. Please note that I can only deal with complaints raised by the client who placed the order. Should there be issues regarding the quality or taste of the cake, then the cake or remainder of that tier should be returned as soon as possible after cutting, in order that I can understand your complaint.

Compliments are far more regular and I value the wonderful letters, reviews and photos that clients share with me. In this day and age of online forums and digital social media, it is easy to do a lot of good with positive comments but equally easy to do a lot of damage and should you wish to post a negative comment, please give me the prior opportunity to address and resolve any issues that you may have before posting.

Please be aware that I may use images of your cake and wedding for advertising through posting on social media, web based promotions, brochures and competitions. Kindly inform me at the time of ordering if you are unhappy with this arrangement.