



# TERMS AND CONDITIONS

By ordering from Cakes by Tamsin Pearson you are agreeing to the following terms and conditions.

## Wedding Cake Deposits and Final Payments:

All Wedding Cakes require a £60 Non-refundable booking deposit. The remaining balance must be paid in full two weeks before delivery. If no final payment is received, then your wedding cake will not be made.

## Non-Wedding Cake Deposits and Final Payments:

All Celebration cakes require a £10 Non-refundable booking deposit. The remaining balance must be paid in full one week before collection/delivery. If the final payment is not received then your cake will not be made / released to you.

## How To Make Payments:

Payment can be made via bank transfer only.

## Refunds/Cancellation:

The initial deposit is non-refundable and non-transferable under any circumstances due to time already spent on consultation and any loss of business due to your booking preventing further bookings on that date. We retain the right to cancel the booking in very unusual circumstances beyond our control, such as fire or ill health, we will in this instance refund any money taken in full.

## Outside Events:

Any cake(s) placed outside during an event has the possibility of melting or deforming due to the heat. We are not liable for cakes once they have been delivered or picked up.

## Cake Location:

It is the responsibility of the customer to ensure the venue supply a suitable table and location for the cake(s) to be displayed. Once again, we are not liable for the cakes once delivered or picked up.

## Delivery of Wedding Cakes:

The cost of delivery will be made clear in the price quoted. If the venue is changed and of a further distance, additional charges may apply. Although care is taken when transporting your cake, damages in transit can happen. We carry special cake repair kits for circumstances where damage may occur. All cakes will be repaired at the venue as close to the original design as possible. We cannot be held liable for any damage that is rendered to the cake at the venue once we have left the premises. It is with this in mind that we require somebody responsible, to check that they are happy with the cake before we leave.

## Pick-Up:

On collection of celebration cakes we are not liable or responsible for the cake(s) once it has left our premises. You should ensure your vehicle is clean and tidy before collection and we recommend purchasing non-slip matting. We do everything in our power to provide a well-structured cake, but please note, cakes can be very fragile so you must drive carefully and slowly.

## Design/Alterations:

It is your responsibility to read & check the quote thoroughly; any amendments should be made in writing. If requested, we will endeavour to adjust the design where possible, but sometimes this is not possible according to the nature of the request or amount of notice given. If the alteration affects the cost, or preparation work for the original design has already been undertaken, then your balance will be adjusted accordingly. Please warn us when you pay your deposit if you are undecided on the design. We reserve the right to change the design at any point if circumstances beyond our control, may compromise the quality of the finished cake. eg. Melting due to weather. Each cake is made individually by hand, so although every effort is made to ensure consistency, a small amount of variation may occur.

## Allergies & Special Dietary Requirements:

Please discuss with us if any of your guests have special dietary requirements. Cakes can be made dairy free / alcohol free / without nuts / gluten free by request. But please be aware cakes are baked in a kitchen that uses all of the above ingredients. Cakes can also be contaminated at the venue via other products, which we can not control.

## Non-Edible Items:

Most cakes contain small proportions of inedible items, it is the clients responsibility to ensure these are removed by your caterer / guests before consumption eg. Support dowels in tiered cakes, ribbon, wires in sugar flowers, Swarovski crystals, flower picks & flower tape (where fresh flowers are used). Some flowers (eg. Ivy) are poisonous and not suitable for use on food products, you should notify your flower supplier of your intention to use the flowers on food to ensure that non poisonous flowers are used.

## Best Before Date:

Your cake is baked to ensure it is fresh for the date of your event. We cannot guarantee its quality if it's consumed more than 48 hours after the event. Our cakes are made entirely of natural ingredients, so we'd like to remind you that because of this they will not have the extended shelf life of most supermarket cakes, which contain additives & preservative.

## Hire of Cake Stands:

If you would like to hire a cake stand then it is your responsibility to ensure a deposit is provided (as a separate payment), otherwise it shall be presumed that you do not require it and the item will not be left at your reception. The deposit for one of our cake stands varies dependent on the value of the item. Please make arrangements to ensure the stand is safely returned the week after the event.

## Complaints:

If you have concerns about your cake, please notify us upon collection / delivery / inspection so that we have the opportunity to rectify it in time for your event. We highly recommend a member of the family / event manager as the designated point for the day, to help ensure all runs smoothly. All other concerns should be made in writing within 24 hours, and evidence of the fault should be included. A refund is only given if the uneaten cakes are returned, and are unsuitable for consumption / not as described in the written quote. No refunds are given due to change of mind.