

Caked Patisserie Wedding Cakes Terms & Conditions

All sales made by Caked Patisserie are subject to the following Terms and Conditions. Nothing contained within these Terms and Conditions affects your statutory rights as a consumer. Please read these carefully.

Consultations

1. A consultation is included in the cost of your wedding cake for orders in excess of £300, to discuss your cake design, flavours and other details. Consultations are held remotely via Zoom (or alternative) and cake tasters sent in the post with up to 5 flavours to try. Vegan and gluten-free tasters are available on request, though there may be a short wait for specific flavours. There is a £30 charge for the consultation, which is deducted from your invoice at time of booking.
2. Payment is required before cake tasters are posted.
3. Additional cake taster boxes are available to order.

Design

4. All designs are the property of Caked Patisserie and will remain so. Clients have no ownership rights over any cake design.

Payment Terms

5. Once a final cake design has been agreed, you will receive an invoice confirming all order details. A 20% non-refundable deposit will be required to secure the booking date. This will be deducted from the final invoice.
6. If you wish to secure your wedding date prior to agreeing a final design/price, a payment of £100 as a deposit will be required. This will be deducted from the final invoice.
7. A 14 day cool off period will allow either party to cancel the contract, with a full refund available to the client.
8. Final payment is required 4 weeks prior to the delivery date. You will receive a reminder but it is your responsibility to make the final payment in the required time. Late payment may result in cancellation of the booking. See Cancellations below for details. Payment may be made earlier if you wish and payment by instalments is also available.
9. Payment can be made via bank transfer, PayPal, or cheque. Payment details are provided on the invoice.

Collection/Delivery

10. A quote will be supplied for all wedding deliveries based on distance. Caked delivers throughout the South West, South, and London area. Delivery cost includes liaison with your venue or wedding coordinator to make all arrangements, and with any other parties involved with the wedding cake/desserts e.g. florists or wedding planners.
11. It is your responsibility to ensure the correct information is provided to Caked Patisserie regarding delivery and set-up, and that there is a designated recipient to oversee the set-up.
12. Once your cake has been delivered and set up to our exacting standards, they are the responsibility of the client or designated recipient. Caked Patisserie can accept no responsibility for damages occurring post-delivery.
13. Delivering your cake is our utmost priority, however, Caked Patisserie cannot be held accountable for anything outside our control such as, unforeseen traffic conditions, public unrest, strikes, or any other act of god.
14. You may prefer to collect your cake on agreement with Caked Patisserie at an agreed time. Caked Patisserie will provide suitable packaging for travel. Please note that collection via public transport is not advised. Caked Patisserie cannot accept any responsibility for damages occurring post-collection.
15. Many wedding cakes require construction at the venue, therefore, Caked Patisserie may insist on delivery and set-up where necessary.
16. Caked Patisserie will provide information to your caterers or venue to include allergen details, flavours, and any other relevant information.
17. If a cake features inedible materials such as wires or posy picks in sugar flowers, brooches or cake toppers, these must be removed before serving to guests. Caked Patisserie can accept no responsibility for any injury resulting from failure to remove inedible items.
18. It is recommended that your florist provide any fresh flowers used as decoration. Please note that some flowers are not suitable as cake decorations, or may be toxic if consumed. All inedible flowers or foliage must be removed before serving. Caked Patisserie can accept no responsibility for contamination.

Stand Hire

19. Cake stands are available to hire from Caked Patisserie upon request. Hire charges and deposits are dependent on the item. The deposit will be refunded to you within five days of return of the hired item.
20. All hired items must be returned to Caked Patisserie within five days of the delivery date. All items must be returned to Caked Studio, Shrublands House, Sherstock, Shaftesbury, Dorset SP7 9PT. Alternatively, Caked Patisserie can collect hired items after your event, with an additional delivery charge applied (based on location as per clause 9).

Alterations

- 21. You may make alterations to your cake design up to one month prior to your wedding date. Alterations are made at Caked Patisserie’s discretion. If necessary, amends to the invoice will be made and confirmed with you. Often, work on wedding cakes starts a month in advance, therefore, alterations cannot be made within one month of the wedding.
- 22. Fruit cakes are made 3 months in advance, therefore, alterations regarding fruit cakes must be made prior to this.

Cancellations

- 23. In the unfortunate event that a wedding booking has to be cancelled, Caked Patisserie will offer a full refund minus the deposit up to six months prior to the delivery date. A 50% refund will be offered up to three months prior to the delivery date. Regrettably, bookings cancelled within one month of the delivery date cannot be refunded.
- 24. In the unfortunate event that a wedding booking needs to be postponed to a later date, Caked Patisserie will do everything possible to fulfil the booking on the new date. Caked Patisserie should be informed of potential dates during this process to check availability. Wedding dates will be moved free of charge as long as the details of the booking remain the same. If Caked Patisserie is unable to fulfil the postponed date, a full refund minus the deposit will be offered.
- 25. In the unlikely event of severe medical, natural or other emergencies, it may be necessary to arrange an alternative cake designer. In these rare cases, Caked Patisserie will make every effort to source an alternative designer to provide a suitable replacement. If a replacement cannot be found, you will be refunded in full.

Ingredients

- 26. Please state any dietary requirements at your consultation. Caked Patisserie can cater for vegan, gluten-free, dairy-free and other dietary requirements upon request.
- 27. It is the clients’ responsibility to inform their guests of allergens. Caked Patisserie accepts no responsibility for allergic reactions. All allergen information will be provided upon delivery of your cake.
- 28. Although every care can be taken to ensure products are nut-free, all cakes are made in the same kitchen, therefore, traces of nuts and other allergens may be present.

Publication

- 29. Caked Patisserie is often featured in magazines and online content. Clients assign the right to use and publish photographs of their cake and other purchased products to Caked Patisserie. Photographs may be used for advertising, display, website, magazine, and online promotion. Photographs will only ever be used after their wedding date, they will never be published before. In the case that Caked Patisserie wishes to use photographs featuring the clients, notification will be given, and consent requested.

Damages

- 30. In the unlikely event you are unhappy with your cake or products, Caked Patisserie must be informed within 48 hours of receipt, with photographic evidence of the complaint provided. Any refunds are at the discretion of Caked Patisserie.

Client signature: