

WEDDING TERMS & CONDITIONS

A £100 non refundable booking fee is required to secure your booking, date and price.

Full payment is required no later than 3 weeks prior to delivery/collection. All cancellations MUST be made in writing. If full payment is not made by 3 weeks before your date, your order may be cancelled and no refund given..

- Once your cake has been delivered and set up, we do not accept liability for loss or damage.
- We will guarantee our cakes are fresh for the date of your celebration. As your cakes are made fresh to order, we can't guarantee beyond that, though they do usually keep well for a few days.
- We reserve the right to take photos of your cake and publish them in any outlet
- A £50 administration fee applies to all postponed cakes.
- Any changes to design or flavour must be agreed NO LATER than 3 weeks prior to the wedding date
- Your cake will be delivered to the venue on the date of your specification, we will liaise with the venue for the best delivery time.
- If for whatever reason we are unable to complete your cake order, we will refund you any payments made
- We reserve the right to make stylistic changes to your design during construction. These will not affect your theme, colour scheme etc. They will be in keeping with the original design.
- If a cake topper is ordered from a different company, we require our clients to inform us and for the topper to be delivered to us no later than TWO weeks before the date. We accept no liability whatsoever for toppers provided by someone else that do not fit on the cake.
- In the unlikely event that you have cause for concern or complaint, the cake must still be in its original form (as delivered/collected). You (or the venue) must call us immediately and we will collect the cake (if possible) or the cake must be retained (await instructions from us). If the cake is eaten, either wholly or partly (i.e. more than a couple of mouthfuls) we cannot accept any complaint.