



www.sugarwishescakes.co.uk

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Celebration Cake Terms and Conditions

All sales made by Sugar Wishes Cakes are subject to the following terms and conditions. Nothing contained within these terms and conditions affects your statutory rights as a consumer. If there is anything you don't understand please feel free to contact us on sugarwishes@hotmail.co.uk

1. Booking Process

- 1.1. For celebration cakes, the design process will be done over email.
- 1.2. Ideas for the cake design can be sent to us when booking, but we never copy a design exactly & take inspiration from that to create you a bespoke cake.
- 1.3. You can call us or email us if you need to discuss any aspects of your cake before making a booking. Bookings can be by email.
- 1.4. Please advise us of any allergies or specific dietary requirements when booking your cake.

2. Booking Fees

- 2.1. All celebration cake orders require a non-refundable booking fee of £20.
- 2.2. All booking fees must be paid within 3 days of the booking link; dates cannot be held open without the booking fee. After 3 days, if no fee has been received then the event date will be released and another booking may be taken, which may mean we are no longer able to accommodate you.
- 2.3. All orders are only confirmed when the booking fee has been paid. Please note that all booking fees are non-refundable as they secure your date in our diary and are only transferrable in certain circumstances. See 'Section 14'.

3. Payment Schedule

- 3.1. The final payment is due on collection of your cake.

4. Cake Details

- 4.1. Once the booking information has been completed by you, please review all the details carefully especially; cake tier sizes, flavour choices, spellings of names, allergen information and contact numbers – please advise us of any changes as soon as possible.
- 4.2. The cake will be made according to the booking conversation and therefore it is imperative that all details are checked carefully. Any errors not picked up on the communications before the cake is made will not be considered to be our error.

- 4.3. *Any personalized decorative elements such as cake toppers, printed icing or cake charms, will be ordered as per the details discussed so please check all name spellings and numbers carefully.*

5. Alterations To Orders

- 5.1. *We are happy to make alterations to your cake design providing we have enough time. Last minute changes may not be accommodated.*
- 5.2. *Changes to cake designs may be subject to an additional cost. This will be discussed with you when making the changes. We reserve the right to increase a quoted price in the event you request a variation to the work agreed.*

6. Collection Of Celebration Cakes

- 6.1. *Your order may be collected at a pre-arranged time. We do not offer delivery for celebration cake.*
- 6.2. *Cakes that are collected by the customer are always boxed for transportation. We will provide full instructions on the care and handling of your cake. We do not take any responsibility for any damage that may occur to the cake once it has left us.*
- 6.3. *We advise cakes to be placed on a level, steady surface for transport e.g., in the passenger footwell of your car. We are happy to place the cake safely in the car for you if required. The cake should then be stored in the box at room temperature and out of direct sunlight.*
- 6.4. *You must adhere to the collection time slot that has been prearranged. If you do not collect the cake when agreed, it will only be available to collect later at a time that is suitable for us. Failure to turn up for the collection at the agreed time may result in you not being able to have the cake on the day that was arranged.*

7. Non-Edible Elements

- 7.1. *Sometimes our cakes will contain non-edible elements such as plastic dowels, flowers, or cake toppers. We will advise you of any non-edible elements that need to be removed during cutting.*
- 7.2. *As we will not personally be cutting the cake, we cannot accept any responsibility for any non-edible elements not removed prior to serving. We will give you/the venue written information concerning any non-edible elements that need to be removed.*

8. Shelf Life

- 8.1. *We recommend our cakes be eaten within 3 days of the event for them to be enjoyed at their best.*
- 8.2. *Left over cake can be frozen if you would like to. Please contact us for instructions on how to do this best.*

9. Allergens & Special Dietary Requirements

- 9.1. *All allergies and special dietary requirements should be conveyed to Sugar Wishes Cakes when ordering a cake. It is the customer's responsibility to make us aware of any special dietary requirements that need to be accommodated in the making of the cake.*
- 9.2. *Unless otherwise stated, all cakes contain; gluten, butter and eggs and are made in an environment that handles; nuts, soya, and alcohol. We cannot cater for 'free from' cakes.*
- 9.3. *We would recommend anyone with a severe nut; dairy or gluten intolerance does not eat our cakes.*
- 9.4. *We will provide full allergen information with the cake upon collection.*
- 9.5. *Sugar Wishes Cakes accepts no liability for customers suffering allergic reactions from eating our cakes.*

10. Publication & Promotional Rights

- 10.1. *The company, Sugar Wishes Cakes is the sole designer and owner of the final cake design. All rights in any original designs created and designed by the company shall remain the exclusive property of the company.*
- 10.2. *From time to time our designs are published in the media e.g., magazines, websites, and blogs. We reserve the right to use any image of a customer's cake made by the company for publication after the delivery date unless previously agreed in writing between the customer and the company.*

- 10.3. *The customer has no ownership rights over any cake design. Exclusivity of cake designs between our customers is not guaranteed unless the customer commissions an exclusive design.*

11. Commissioning a Cake That Is Similar To Another Design

- 11.1. *If you request a cake that is not our original design, we will seek the permission of the original designer to recreate it. This cannot be guaranteed.*
- 11.2. *If you wish to have us recreate someone else's design, we would prefer not to directly copy it, but to use it as a basis to design your cake around so that it is unique to you.*

12. Cancellations/Refunds

- 12.1. *The booking fee is non-refundable and non-transferable in the event of cancellation.*
- 12.2. *Cancellations from the date of booking until 7 days before the event will forfeit the booking fee.*
- 12.3. *Cancellations with less than 7 days notice are subject to full payment. If this has not already been paid then the final balance will be immediately payable upon cancellation. This final payment is non-refundable in the event of cancellation.*
- 12.4. *There may be a rare occasion when Sugar Wishes Cakes needs to cancel an order due to exceptional circumstances beyond our control*. In this case, as much notice as possible of the cancellation will be given and any monies paid, including deposits will be refunded. If required, we will also assist in finding a replacement baker of the same high standard to make your cake for you.*

13. Change Of Event Date

- 13.1. *If you need to change your booking date, please let us know as soon as possible. Any changes are subject to availability and are not guaranteed.*
- 13.2. *If we can change your booking date, provided it is within 3 months from the day you request the change, the booking fee will be transferred to the new date.*
- 13.3. *If you are moving your booking to a date we are unavailable for, unfortunately the booking fee will be non-refundable* as this covers work already completed (this may include but is not limited to: phone calls, emails, completing and sending forms, and it is also highly likely that we will have turned down other work for your original date).*

14. Complaints

- 14.1. *In the unlikely event there is an issue with your cake, it must be brought to our attention within 48 hours of the cake being delivered so we can be given the opportunity to assess the nature of the problem. We would take any complaints very seriously.*
- 14.2. *If the complaint is regarding the quality of the cake, we may ask for the cake or the remainder of the cake to be returned to use within 48 hours of delivery for inspection.*
- 14.3. *If the complaint is regarding the design of the cake, but the cake was made according to the booking form/sketch which has been checked and approved, we cannot be held responsible for any errors not picked up by the customer.*
- 14.4. *For any complaints we can only deal with the person who booked the cake originally.*
- 14.5. *You must give us an opportunity to resolve the issue and agree not to post any defamatory comments or pictures on online forums or social media channels before discussing the situation with us and allowing us reasonable time to provide a satisfactory solution.*
- 14.6. *Once a solution has been reached, you agree not to post any defamatory comments or pictures on online forums or social media at any point in the future. If this happens, we may seek to take legal action against you.*

15. COVID 19 Restrictions

- 15.1. *If your cake booking has to be amended due to COVID 19 restrictions, we will try our best to be accommodating and flexible.*
- 15.2. *If you need to postpone your booking because your event date falls under a period of Government restrictions for COVID 19, e.g., a national lockdown or Tier 3 / Tier 4 restrictions then as long as we are free on your new date, we will move the deposit paid across to the new date for you subject to the conditions below.*
- 15.3. *If we can change your event date, provided it is within 6 months from the day you request the date change, the booking fee will be transferred to the new date.*

- 15.4. *If we are not able to accommodate your date change request, the original booking fee will be refunded. This is only when the event can no longer go ahead because of COVID restrictions.*
- 15.5. *If you decide to cancel your event as you are worried about future COVID 19 restrictions, but restrictions are **not** currently in place for your event date, it will be treated as a standard cancellation. See Section 13.*
- 15.6. *Any subsequent voluntary cancellation will be subject to the payment terms outlined in Section 3 ‘*

We reserve the right to revise and amend these terms and conditions. However, you will only subject to the terms and conditions in force at the time you place your order with us. If you change your wedding date for any reason, you will be sent the most up to date terms and conditions with your new booking form and these will supersede any previously sent to you

By paying your booking fee, you are agreeing to these terms and conditions so please read them carefully.