

## Wedding Cakes/Consultations

- Cake Innovations can provide a zoom consultation and tasting box at a cost of £40, you will receive 5 of our most popular flavours, these will be posted out monthly preceding your consultation. You can order through the website [www.cakeinnovations.co.uk/shop](http://www.cakeinnovations.co.uk/shop)
- Consultations take place via Zoom or WhatsApp and are generally arranged on a Wednesday, other days can be arranged in discussion with us. These are outside of wedding season. If you would like to meet in person then please let us know and we will endeavour to arrange this but it may not be as quick.
- During peak wedding season, consultations will only be held for late current year bookings. Dates and time will be mutually agreed.
- Following your consultation/discussion, your quote is valid for 7 days. Should you choose to book with us we require a non-refundable £100 "save the date" deposit to secure it in our diary. Should you not book within 7 days from the quote date, Cake Innovations reserves the right to cancel any previous arrangements. We are happy to accept payment in the form of cash/debit/credit card (excluding Amex)- (these are subject to an administration fee) and via bank transfer, details will be added to the bottom of your invoice. Once payment has been received your cake will be booked in the diary. By paying your booking fee to us, you are seen to be agreeing with the terms and conditions.
- Final payment for wedding cakes is required 8 weeks prior to the date of your wedding. Should your wedding fall within the 8 weeks at the time of booking then full payment will be required. Any decoration to your cake will not commence until full payment has been received. This may jeopardise the final design as work will be scheduled for other cakes. Failure to pay your remaining balance may result in your order being cancelled and your date being made available to someone else.
- Once agreed, any alterations to the design, and or date have to be made to us in writing and may incur additional charges, which we will notify you of at the time.

## Design

- Cake Innovations will not replicate someone else's cake design without their permission. Cake designs will be altered slightly so as not to directly copy someone else's work.
- If it transpires that, as the cake is being made, a particular element will not work, Cake Innovations reserves the right to alter the design, so as not to compromise

the quality of the finished cake. Each cake is individually made by hand so although we work to the design requested there may be a small variation. If a design needs to be drastically altered, we shall of course contact you and discuss it prior to that element of the work commencing.

## **Colour Matching**

- We will endeavour to colour match icing, ribbon, flowers and other decorations but it is not always possible to match them exactly.
- Cake Innovations colour match interpretation will be final.

## **Flowers**

- If you require fresh flowers on your cake, then these are not included in the price. Cake Innovations only recommends the use of flowers that are from a reputable supplier who understands the flowers will be going into contact with food, this is the responsibility of the client. Many flowers are poisonous and have been treated with pesticides. Cake Innovations take no liability for any fresh flowers that are being put on your cake.
- We will not put fresh flowers on our cakes, so you will need to liaise with your florist to set them up. The cake will be set up ready for flowers, but we take no responsibility for any damage made to the cake caused by a floral arrangement. Under no circumstances should stems be inserted directly into the cake. It is your responsibility to give this information to your florist.

## **Cake Toppers**

- Bespoke cake toppers made by Cake Innovations can be added at a later date (provided it is within the 8 week lead up time to your wedding, when your final balance is due). Each topper is individually crafted, the price will reflect the detailed design required and be added to the final invoice. Changes to the cake design to incorporate a topper may result in additional costs to the cake.
- Cake Innovations are happy to work with you should you decide to purchase a cake topper elsewhere, we will provide you the sizes of your cakes.
- We accept no liability for you placing your cake topper onto your cake – you **MUST NOT** insert any foreign bodies into your cake.
- We accept no liability whatsoever for toppers provided by someone else that do not fit on the cake,

## **Allergies & Special Dietary Requirements**

### **Special Diets**

- Please discuss with us if you or any of your guests have special dietary requirements, and if/how you wish to cater for them. Cakes can be made gluten free, nut free and alcohol free.

- Please be aware that although we don't use nuts on a day to day basis, they are still stored in our kitchen in sealed containers. Every effort is used with nut allergies in mind but if you are concerned discuss this with us prior to ordering your cake. The same principle goes for gluten.
- Fruit cakes are generally covered with a layer of marzipan, containing almonds, unless requested otherwise.
- The couple and venue will be provided with a copy of the allergen information together with the non-edible items prior to the wedding via email.

## **Non-edible Items**

- Cakes that require non-edible items such as dowels, posy pics, ribbon, wires in sugar flowers etc, will be detailed on the allergy sheet given with each cake. It is the clients responsibility to ensure all non-edible items are removed from the cake prior to serving. We will provide the venue with a copy as well as the client. Should the venue not accept the copy, it is the clients responsibility to ensure the non-edible items are removed.
- The couple and venue will be provided with a copy of the allergen information together with the non-edible items prior to the wedding via email.

## **Photographs**

- We reserve the rights to photograph your cake whilst on our premises and at the venue for our own reference, use on social media, websites, publication or may be printed for our portfolio.
- We also request the details of your professional photographer so these photos can be used on our social media, websites, publications or printed for our portfolio – credits will be given.

## **Delivery & Set Up Conditions**

- Delivery charges are calculated on a mileage (45p/mile) and time basis. Alternatively, cakes can be collected from us at your risk. You will be required to collect your cake between the hours of 9.15am-12.30pm on the agreed day.
- Please note, if we are delivering your cake to a venue, we require full details of where the cake is going and a contact at the venue with telephone number. If the cake is situated near a window we may request this to be moved particularly if the weather is hot. We will allow adequate time for cake delivery, however, there are sometimes unforeseen circumstances, such as traffic, accidents etc that may hold us up. We will endeavour to ring (assuming it is safe to do so), the venue to update them on the circumstances, these instances are out of our control so please bear with us.
- If you collect your cake we will not be liable for any damage to the cake once it has left our premises. Tiered cakes are most at risk during transportation, we highly recommend you check your wedding insurance covers any cake damage.

- We recommend that all collected cakes travel flat in the boot of your car with nothing in the boot that can fall on or damage the cake. Cakes should never be left in the car for any period of time. Please note that if you are collecting a tiered cake, these are heavy and need to be carried flat. Leaning them in any way may result in the cake sliding and collapsing.
- The cake will be photographed by Cake Innovations prior to leaving the venue. Any damage sustained after this time is the responsibility of the venue and not Cake Innovations.
- Cake Innovations are not responsible for any repairs required due to damage sustained at the venue. If Cake Innovations is called out to repair the cake, (assuming repairs can be made) then an emergency call out fee of £100 plus any materials necessary. All time spent at the venue will be charged at £50 per hour. An invoice will be sent to the clients who will be responsible for claiming the money back from the venue or their insurance company.

## **Cancellations**

- Your cake has been booked into our diary and as such reserves that time solely for you. If you cancel your order we reserve the right to retain your non-refundable deposit.
- If you cancel after the 8 weeks final payment deadline, we reserve the right to retain the full payment of your cake.
- Should you wish to transfer your date through choice we will happily move the date within 12 months of the original wedding date free of charge. Re arranging beyond 12 months will incur a 10% increase to cover the costs.
- If we are fully booked on your new wedding date or on holiday and cannot commit to making your cake, your booking fee will not be refunded.
- Should you be forced to cancel or postpone your wedding as a result of a Global Pandemic or such like and no weddings are able to take place (as per government instructions) we will do everything possible to work with you to change your date. If weddings are allowed to take place, however many guests are allowed and you decide to cancel your wedding/postpone our standard terms and conditions will apply. Please note that if you have to transfer your date beyond 12 months there will be a 10% increase to cover the costs.

## **Stand/Knife Usage**

- We will provide complimentary use of one of our existing stands for you to use at your wedding subject to £100 refundable deposit upon its safe return in its original box and in a clean state. Unclean items will be charged at £20 per item.
- Deposits will not be refunded if there are any damages or loss to the cake knife and/or cake stand

- If Cake Innovations has to collect the stand/knife from the venue, this will be charged 45p per mile plus £50 per hour.
- Deposits can be made by cash or bank transfer.
- If you choose to use a stand from a 3<sup>rd</sup> party, Cake Innovations is not held liable for any damage to that stand. This is the direct responsibility of the client and the 3<sup>rd</sup> party.
- Cake Innovations reserves the right not to use any cake stand supplied by the client or the venue that we feel will not support the cake. In this event we will place the cake directly on the table.

## **Complaints**

- In the unlikely event you have cause to complain, no cake must be eaten, 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 (ie more than a couple of mouthfuls), we cannot accept any complaint
- Complaints regarding the cake should be made within 24 hours of the celebration to enable us to provide the opportunity to try and correct any issues or inspect the cake.
- All refunds will be made at the discretion of the Director.
- Any complaints posted in public forums will not be dealt with. Any attacks or unwarranted comments made in any public forum will be seen as libel and we will endeavour to seek legal advice and claim for damages.

Please ensure you have read and fully understand the terms and conditions above before placing your booking. By paying your deposit you are seen to be agreeing to these terms and conditions.

These terms and conditions are liable to change should we deem it necessary. We will of course send you any alterations and make you aware of them