



TERMS & CONDITIONS

By paying your deposit it will be deemed that the terms and conditions are understood and accepted as applying to your order.

PAYMENT CONDITIONS

- All prices are non-negotiable and priced according to your design and size of your cake. Following your consultation / enquiry, your quote is valid for up to 1 month (Wedding Cakes) or 14 Days (Celebration Cakes). Paying your deposit will secure this price & the date in the diary.
- A non-refundable 50% deposit (total of the cake & delivery price) is required in order to secure your booking with Cakes by Carina. If your deposit is not paid within 1 month (for wedding cakes) or 14 days (For celebration cakes) of quoting then any previous arrangements discussed will be considered cancelled.
- Preferred method of payment is by bank transfer. Please make transfer payments to: HSBC Cakes by Carina, Acc. 62107260, Sort code. 40-19-04 or PayPal @ info@cakesbycarina.co.uk Cash in person is also accepted. Cakes by Carina does not accept cheque payments.
- Final payment for your wedding cake is required no later than 21 days before the collection/delivery. Final payment for your celebration cake can be made on the day of collection (Same day bank transfer or cash).
- Please send me a message when payments have been made in order to prompt acknowledgement of the payment.
- If full payment is not received before cake collection / delivery then the order will not be released.

CANCELLATION

- If cancellation of an order takes place I reserve the right to retain your non-refundable 50% deposit. If cancellation takes place less than 7 days before the event then I reserve the right to seek 100% of the order value.
- If you postpone the event I will endeavour to transfer your order, however if the date is not suitable or available it shall be treated as a cancellation (see point above).
- I retain the right to cancel the booking in very unusual circumstances beyond my control, such as fire or ill health, in which case a full refund of any money taken will be given.

DESIGN CONDITIONS

ALTERATION & CHANGES

- Alterations and changes to the design may be discussed within reason. Depending on the nature of your request or notice given it may not however be possible.
- 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 me when you pay your deposit if you are undecided on the design. I also reserve the right to change the design at any point if circumstances beyond my control, may compromise the quality of the finished cake, e.g. 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 from the design requested / picture supplied.

CHOCOLATE

- I highly recommend extreme caution if you are considering a cake decorated with chocolate for a summer wedding (May-September) as I cannot accept responsibility for any melting of the cake once it has left my possession, as I have no control over the environment/venue temperature. However, I can advise of designs that are less susceptible to melting and do everything within my control to reduce the impact on the cake.

FLOWERS

- If your cake requires fresh flowers, then these are not included in the price and Cakes by Carina cannot be responsible for any problems with your fresh flowers nor any damage to your cake caused by a floral arrangement that was implemented by your florist.
- If fresh flowers are being used, I will aim to set up as late as feasibly possible to ensure their freshness throughout the day but depending on the varieties used & the weather conditions at the time, it may be necessary to cut the cake relatively early on in the proceedings to ensure their freshness for the photography. Do make sure with your florist that the flowers used are food safe as some varieties can be poisonous.

ALLERGIES & SPECIAL DIETARY REQUIREMENTS

- Please inform me if you require any special dietary specifications for you or your guests. Cakes can be made gluten free/dairy/Soya free if needed. Please note, some allergen ingredients such as nuts, milk, dairy although they can be removed from the cakes, they are ingredients used in my kitchen, so they may still contain traces. Cakes by Carina does not currently offer egg free cakes.

NON-EDIBLE ITEMS

- Most cakes contain small proportions of inedible items; it is your responsibility to ensure these are removed by your caterer/guests before consumption e.g. Support dowels in tiered cakes, ribbon, wires in sugar flowers, Swarovski crystals, flower picks & flower tape etc. I will inform you of any non-edible items used and I will provide details of these in your storing and handling instructions upon collection/delivery.

DELIVERY

- Delivery charges are calculated on a mileage and time basis. Alternatively, cakes can be collected from my home premises.
- If you choose delivery, it is my intention that your cake will be delivered in perfect condition prior to the start of your event.
- I cannot be held liable for any damage that is caused to the cake at the venue once I have left the premises. I will require a signature for your cake to confirm it is received in good condition with no damages incurred.
- If you choose to collect the cake, I cannot be held liable for any damage to the cake once it has left my home premises. Tiered cakes are most at risk during transport; I would recommend you check your wedding insurance covers cake damage. To ensure your cake is as fresh as it can be, I recommend it be collected the day before the wedding where possible.
- I do ask for patience with factors that may be beyond my control (e.g. traffic conditions) as I cannot be held liable for any such delays. In some circumstances, it maybe recommended that the cake be delivered 1 day in advance. It is your responsibility to ensure you inform me of your correct ceremony and event time plus the postcode of the venue. In the unlikely event of late delivery, the maximum compensation will be a refund of the delivery price.
- Late requests for delivery (after securing the booking based on collection) will be accommodated where possible, but cannot be guaranteed, as any commitments I have booked would take priority.

CAKE SETUP

- It is the client's responsibility to ensure arrangements are made for the cake table, linen, cake stand & knife, which should all be set- up prior to my arrival. If any delay is incurred due to these not being set-up, I reserve the right to charge for any delay incurred (labour / time costs at £20 per hour). Alternatively, please arrange for the cake to be left with the event manager to assemble / move into position as appropriate. Please take extra care to ensure a stable cake table is available if you are having a marquee wedding, as surrounding floorboards can easily rock the cake once stood on.

DAMAGE

- Please remember that cake decorations are very delicate items, and I cannot accept responsibility for damage that is done to the cake after it has left my possession.
- If any damage is rendered to the cake after it has left my possession, then you can advise me and request a repair, which will be costed accordingly, including transport costs if appropriate.

PORTION GUIDE

- Portion guides are intended as a guide only. This will vary dependant upon how the chef cuts the cake. I can provide cutting guides if you request.

BEST BEFORE DATE / STORAGE CONDITIONS

- Your cake is baked to ensure it is fresh for the date of your event, however I cannot guarantee its quality if it's consumed more than 48 hours after the event. Cakes by Carina cakes are homemade items that are made from scratch and entirely of natural ingredients so please

bear in mind they will not have the extended shelf life of most supermarket cakes, which contain additives and preservatives to ensure their prolonged life.

- Freezing the cake preserves the taste of the sponge and icing as much as feasibly possible, but please bear in mind that it will affect the visual appearance of the icing, as condensation will form upon defrosting. Food hygiene guidelines recommend that food should only be frozen for a maximum of 3 months.
- Please let me know if you'd like to keep any of the cake boxes for safe transportation after the event. Otherwise I shall remove all cake boxes from the venue to leave it as tidy as possible.
- Sugar paste (Fondant icing) cakes should not be refrigerated, as it will cause condensation to form on the surface of the icing. Refrigeration also accelerates the staling process of the flour in the cake.

HIRE OF CAKE STANDS / ACCESSORIES

- If you would like to hire a cake stand or any decoration accessories, a refundable deposit for these are required prior to release.
- Deposit amounts vary depending upon the value of the item being hired. Please make arrangements with me to ensure items hired are safely returned to me within 7 days of the cake release. Only once I receive the hired item back and have checked that it is in the condition that it left will I release your deposit held for that item.

COMPLAINTS

- If you do have any concerns about your cake, please notify me upon collection / delivery of the cake so that I have the opportunity to rectify it in time for your event. All other concerns need to be made in writing, and evidence of the fault should be included. No refunds are given due to change of mind.
- In the unlikely event of late delivery, the maximum compensation will be a refund of the delivery price. I do ask for patience with factors that may be beyond my control (e.g. traffic conditions) as I cannot be held liable for any such delays.
- All refunds will be at the discretion of Cakes by Carina.