



Heather's Cakes for all Occasions

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TERMS AND CONDITIONS

Types of Bookings

Heather's Cakes for all Occasions makes all types of celebration and wedding cakes. By placing your order with us, you are agreeing to these terms and conditions.

Deposits and Final Payments

A non-refundable deposit of 50% of the total order is required for all celebration cake orders within 48 hours of receiving a quote.

A non-refundable deposit of £100.00 is required for all wedding cake orders within 48 hours of receiving a quote.

Without a deposit, we will not hold your date. Priority will always be given to the paying customer.

The final payment for celebration cakes is due 7 days prior to the agreed collection date. The final payment for wedding cakes is due 4 weeks prior to the wedding date.

If no final payment is received, the cake will not be made. Once final payment has been made, this is non refundable.

How To Make Payments

Payments must be made by bank transfer to: Account Number: 11661664 Sort Code: 11-11-60
Account Name: Mrs Heather Manifield

Refunds and Cancellation

Any cancellations must be in writing by email from the person who ordered the cake. Any cancellations by telephone should be followed up in writing.

Should the customer cancel their booking, they will forfeit the deposit paid.

If the customer cancels their booking after final payment has been made, the full payment will be retained.

We retain the right to cancel the booking in very unusual circumstances beyond our control, such as fire or ill health and we will in this instance refund any money taken in full and offer an alternative cake maker where possible.

Delivery

Customers may collect their celebration cakes at a mutually convenient time to be agreed in advance of the collection date. We do not deliver celebration cakes.

All wedding cakes must be delivered to the venue by Heather's Cakes for all Occasions. Delivery is charged at 45p per mile plus travel time.

Although care is taken when transporting cakes, damage in transit can occur. We carry a cake repair kit for circumstances where damage may occur. We cannot be liable for any damage to the cake that occurs after delivery or collection.

Outdoor Events

Any cake placed outside or in a tipi, marquee, or barn during an event has the possibility of melting or deforming due to the weather. We are not liable for cake once it has been collected/delivered.

Cake Location

It is up to the customer to ensure that the venue supply a suitable table and location for the cake to be displayed. We are not liable for the cake once it has been collected/delivered.

Design and Alteration

It is your responsibility to read the quote thoroughly. Any alterations must be made by the person who ordered the cake, by email by no later than 4 weeks prior to collection/delivery. Any requests for alterations by telephone must be followed up in writing.

If you would like a specific colour match for the cake, it is up to you to provide us with something such as a piece of ribbon or fabric sample for us to use to colour match. All colour matches are as close as possible and may not be an exact match.

If requested, we will endeavour to adjust the design where possible however sometimes this is not possible due to nature of the request or the amount of notice given. If the alteration affects the cost, or preparation work for the original design that has already been undertaken, then your balance will be adjusted accordingly. We reserve the right to change the design at any point if circumstances beyond our control (such as the weather) may compromise the quality of the design.

By booking your cake with Heather's Cakes for all Occasions you agree to allow us flexibility when creating your cake to alter the original design if it is felt necessary in order to avoid compromising the overall quality of the cake. Every cake is made individually by hand, so although every effort is made to ensure consistency, a small amount of variation may occur.

Allergies and Special Dietary Requirements

Please discuss with us if you or your guests have any special dietary requirements as we may be able to accommodate some requests.

We do not make cakes that are guaranteed free from nuts. Please be aware that cakes are made in a kitchen that does handle allergens. Cakes can also be contaminated at the venue via other products or equipment and we will not be responsible for this.

Non - Edible Items

Most cakes contain small proportions of inedible items, eg. Support dowels, ribbon, wires in sugar flowers, flower picks and flower tape. It is the client's responsibility to ensure that these are removed before consumption. Some flowers are poisonous and not suitable for use on food products. We will not be responsible for any flowers that are provided.

Best Before Date

Your cake is baked to ensure it is fresh for the date of your event. We cannot guarantee its quality if it is consumed more than 72 hours after the event. Cupcakes should be consumed within 48 hours of the event.

Complaints

If you have concerns about your cake please notify us as soon as possible so that we have the opportunity to rectify it in time for your event.

Any other concerns should be made by email with evidence of the fault included. A refund will only be given if cakes are returned uneaten and are unsuitable for consumption/not as detailed in the original quote. No refunds will be given due to change of mind.

Last Updated: April 2022