

Shutishuti Patisserie
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YO24 4BL
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TERMS AND CONDITIONS

ORDERING AND PAYMENT

Orders will be accepted via e-mail, website enquiry form, Facebook page or by phone. A non-refundable, non-transferable deposit of £100 is required to secure your cake order and chosen date. We accept payment by bank transfer, details of which will be provided upon booking. You will be invited for a consultation and tasting samples can be arranged for an additional £15 flavour/10cm mini fully iced cakes. Upon discussing the proposal and the tasting has taken place, you will receive a quote. The outstanding balance is due no later than 1 month (31 days) before collection/delivery.

HIRE OF CAKE STAND/SEPARATORS

We have a small collection of cake stands and platters available to hire for a small charge, cake stands & separators can be hired from £10+ per item for a period of up to 3 days. An £80 damages deposit is payable for all cake stands which will be refunded once the stand is returned in its original condition.

FRESH FLOWERS

We like the use of edible flowers reflecting the flavour of the cake which we can supply, but if you wish your wedding cake to be decorated with florist flowers, it is best for your florist to supply these. We can liaise directly with your florist regarding the floral decorations required for your cake during the weeks before your wedding, so please do ensure you have ordered these beforehand. Please note that some flowers are not suitable for use as a cake decoration. Ask your florist for details and advice on the toxicity as we cannot be liable for any contamination to your wedding cakes that may arise from their use/misuse.

DELIVERY

We recommend that wedding cakes are delivered and set up by ourselves

and the cost of this will be included in your quote from us. Our delivery charge includes time taken and mileage per round trip from YO24 4BL. The price also includes displaying small cakes and the assembly of your cake at the venue if the design requires it.

SET UP

Please ensure arrangements are made for the cake table, table linen, cake stand. We cannot be held responsible for the stability or levelness of the table on which the cake is displayed. Please ensure that the cake table is level, stable and strong enough. Once the cake has been collected or delivered and set up, Shutishuti Patisserie cannot be held responsible for any interference or damage to the cake. All cakes should be signed for upon delivery/collection by a responsible person i.e. a member of the wedding party or a hotel manager.

CAKE

Non-edible items: Some items on your cake may be non-edible, for example dowels, non-edible flowers if any. These items will be listed on your cake information sheet.

Storage: Cakes storage info will be added to each specific order as this may vary.

ALLERGIES

Please be aware that although your chosen cake can be made without nuts, gluten or other allergens, it cannot be guaranteed as completely allergen free as it will be prepared in a kitchen in which those allergens may be present. Shutishuti Patisserie accepts no liability for customers suffering allergic reactions from eating our cakes.

CANCELLATION / AMENDMENTS / POSTPONEMENTS POLICY

Deposits are non-refundable and non-transferrable except in exceptional circumstances, for example, if we are unable to fulfil your order as agreed.

Any amendments need to be made two full months before the wedding date to allow for changes to our schedule, and cannot be guaranteed.

Significant amendments may incur an additional cost, and the balance will be adjusted accordingly.

In the event of a cancellation by yourselves, charges are as follows;

More than ninety days prior to the date = deposit only.

Ninety days to one calendar month prior to the date = booking fee plus half the remaining cost.

Less than one calendar month prior to the date = full amount

Any booking fees previously paid are non-refundable.

Any work already undertaken towards your order, including ordering in supplies specifically to meet your order will incur further charges. In the event of a wedding postponement, the payment due remains the same as a cancellation. If you postpone within 90 days of the wedding half the remaining cost will be due on the original payment date. If you postpone less than one month prior to the wedding, the outstanding balance remains payable on the original due date. Subject to availability we will carry any monies paid forward to the new wedding date. Please be aware that we will only do this on one occasion. Any further postponements will be classed as a cancellation. Postponements may also be subject to an increase in costs, in line with the annual cost of inflation, dependant on the duration of the postponement.

EVENTS OUTSIDE OUR CONTROL

Cancellation by Shutishuti Patisserie: We shall not be liable for any failure to perform, where such failure or delay results from any circumstances outside our reasonable control including but not limited to any fire, flood, explosion, accident, adverse weather conditions, traffic congestion, mechanical breakdown, obstruction of any private or public highway, riot, government act, act of war, terrorism, or from any industrial dispute or strike whatsoever. In the event of exceptional circumstances, such as serious illness, Shutishuti Patisserie will give as much notice as possible if we are unable to fulfil your order. We will endeavour to find another cake maker who can make your cake and will refund you any monies already paid.

COMPLAINTS

Complaints are very rare, however, we take them very seriously. Our great reputation is built upon the word of mouth of our customers!

You are required to give us the opportunity and must let us know of the problem on the day of delivery. Please notify us in writing, along with relevant photos.

Some complaints may require further investigation and an immediate refund may not always be possible.

At least 75% of the cake must be returned within 2 days to ensure we are able to fairly assess the nature of the complaint and determine what course of action we will take. No refund will be given if the cake is not returned or has been eaten.

The maximum refund we offer is the value of the cake. Further

compensation is not available. All deposits/booking retainer fees are non-refundable.

REVISIONS

We have the right to revise and amend these terms and conditions. However, you will be subject to the terms and conditions in force at the time that you place your order with us.

PRIVACY POLICY

Sutishuti Patisserie only holds the minimum personal data required in order to fulfil your order. Your personal details are held solely to complete your order and once your order has been fulfilled your data will be deleted. Customers have the right to ask at anytime about your data and its use. Please contact us at eszter@shutishuti.co.uk for any queries. All personal data held by us is securely stored on a laptop or phone that is password protected and only used over a secure network.