

Caked Patisserie Wedding Cakes Terms & Conditions

All sales made by Caked Patisserie are subject to the following Terms and Conditions. Nothing contained within these Terms and Conditions affects your statutory rights as a consumer. Please read these carefully.

Consultations

1. A consultation is included in the cost of your wedding cake to discuss your cake design, flavours and any other details. Up to two guests are invited to a consultation, with at least four cake flavours available to taste. There is a £25 charge for the consultation, which is then deducted from your invoice at time of booking.
2. Since a considerable amount of time and work goes into consultations, Caked Patisserie asks that any cancellations are made at least 48 hours prior to the agreed meeting.

Design

3. All designs are the property of Caked Patisserie and will remain so. Clients have no ownership rights over any cake design.

Payment Terms

4. Once we have a final cake design, you will receive an invoice confirming all order details. A 20% non-refundable deposit will be required to secure the booking date. This will be deducted from the final invoice.
5. If you wish to secure your wedding date prior to agreeing a final design/price, a payment of £150 as a deposit will be required. This will be deducted from the final invoice.
6. Final payment is required 4 weeks prior to the delivery date. You will receive a reminder but it is your responsibility to make the final payment in the required time. Late payment may result in cancellation of the booking. See Cancellations below for details. Payment may be made earlier if you wish.
7. Payment can be made via bank transfer or cheque. All payment details are provided on the invoice.

Collection/Delivery

8. Delivery and set up to London postcodes beginning in N, E or W is £30, with an additional £10 charged at times and areas where the congestion charge applies. For other areas of London and the Southeast, there will be an additional charge based on travel time. The final fee will be confirmed prior to delivery.
9. It is your responsibility to ensure correct information is provided to Caked Patisserie regarding delivery and set-up, and that there is a designated recipient to oversee the set-up.
10. Once your cake has been delivered and set up to our exacting standards, they are the responsibility of the client, or designated recipient. Caked Patisserie can accept no responsibility for damages occurring post-delivery.
11. Delivering your cake is our utmost priority, however Caked Patisserie cannot be held accountable for anything outside our control, such as unforeseen traffic conditions, public unrest, strikes, or any other act of god.
12. You may prefer to collect your cake on agreement with Caked Patisserie at an agreed time. Caked Patisserie will provide suitable packaging for travel. Please note that collection via public transport is not advised. Caked Patisserie cannot accept any responsibility for damages occurring post-collection.
13. Many wedding cakes require construction at the venue therefore Caked Patisserie may insist on delivery and set-up where necessary.
14. If a cake features inedible materials such as wires or posy picks in sugar flowers, brooches or cake toppers, these must be removed before serving to guests. Caked Patisserie can accept no responsibility for any injury resulting from failure to remove inedible items.
15. It is recommended that your florist provide any fresh flowers used as decoration. Please note that some flowers are not suitable as cake decorations, or may be toxic if consumed. All inedible flowers or foliage must be removed before serving. Caked Patisserie can accept no responsibility for contamination.

Stand Hire

16. Cake stands are available to hire from Caked Patisserie upon request. A hire charge of £20 and deposit of £30 apply. The deposit will be refunded to you within 5 days of return of the hired item.
17. All hired items must be returned to Caked Patisserie within 5 days of the delivery date. All items must be returned to 26 Stapleton Hall Road, London, N4 3QD. Alternatively, Caked Patisserie can collect hired items after your event, with an additional delivery charge applied (based on location as per clause 8).

Alterations

18. You may make alterations to your cake design up to one month prior to your wedding date. Alterations are made at Caked Patisserie's discretion. If necessary, amends to the invoice will be made and confirmed with you. Often work on wedding cakes starts a month in advance therefore alterations cannot be made within one month of the wedding.
19. Fruit cakes are made 3 months in advance, therefore alterations regarding fruit cakes must be made prior to this.

Cancellations

20. In the event that a wedding booking has to be cancelled, Caked Patisserie will offer a full refund minus the deposit up to 6 months prior to the delivery date. A 50% refund will be offered up to 3 months prior to the delivery date. Regrettably bookings cancelled within one month of the delivery date cannot be refunded.
21. In the unlikely event of severe medical, natural or other emergencies, it may be necessary to arrange an alternative cake designer. In these rare cases, Caked Patisserie will make every effort to source an alternative designer to provide a suitable replacement. If a replacement cannot be found, you will be refunded in full.

Ingredients

22. Please state any dietary requirements at your consultation. Caked Patisserie can cater for gluten-free, dairy-free and other dietary requirements upon request.
23. It is the clients' responsibility to inform their guests of allergens. Caked Patisserie accepts no responsibility for allergic reactions.
24. Although every care can be taken to ensure products are nut-free, all cakes are made in the same kitchen therefore traces of nuts and other allergens may be present.

Publication

25. Caked Patisserie is often featured in magazines and online content. Clients assign the right to use and publish photographs of their cake and other purchased products to Caked Patisserie. Photographs may be used for advertising, display, website, magazine and online promotion. Photographs will only ever be used after their wedding date, they will never be published before. In the case that Caked Patisserie wishes to use photographs featuring the clients, notification will be given, and consent requested.

Damages

26. In the unlikely event you are unhappy with your cake or products, Caked Patisserie must be informed within 48 hours of receipt, with photographic evidence of the complaint provided. Any refunds are at the discretion of Caked Patisserie.