**Terms and Conditions**

Please read these terms and conditions carefully and print out a copy for your records. Nothing contained within these terms and conditions affects your statutory rights as a consumer.

The Bakehouse By Emma’s commitment to customer satisfaction is of utmost importance and I will always endeavor to help, so if you have any queries please do not hesitate to contact us.

**Quotes**

All quotations are valid for 14 days from the date they are provided.

Within your quote I will have discussed portions required, cake flavours and design elements. Any changes to these will require a new quote.

**Design**

Often customers supply images they wish The Bakehouse By Emma to copy. I will never fully replicate another cake maker’s work, but will use these images as inspiration. I will always fully discuss with you design elements you would like included but do not for celebration cakes provide a design. I often work with your design elements as I go, using the creative process to see what looks best.

I will supply a design image for a wedding cake after a deposit has been paid. Sadly I will not supply one prior to this as this forms part of my paid for services.

**Deposit**

All bookings require a non-refundable deposit of 50% to secure your booking and date.

Cake bookings with less than 3 week’s notice require the amount to be paid in full at the time of booking.

If you are booking a wedding cake with a quote above £500 then your deposit will be split into three installments.

30% deposit at booking to secure your date

40% 14 weeks prior to your wedding date

30% 4 weeks prior to your wedding date

**Final Payment & Non-Payments**

The final balance of your cake for all cakes must be paid at least 3 weeks prior to your order.

In the event that no payment has been made the order will not be completed until payment is made in full. I accept no responsibility for your cake not being available for collection under these circumstances.

**Cancellations**

Your deposit is paid in order to secure event date and therefore is non-refundable.  As a small business I can only take on a limited number of bespoke cake orders per month. I decline orders once a date is secure to ensure I can dedicate a certain amount of time to your cake, therefore a cancellation results in a loss of earnings.

I also will have spent time designing your cake and have ordered any specific tools or equipment I need, and with that in mind if you cancel your cake the following applies:

Celebration cake: Within 3 weeks of your date then 100% of the total cost will be invoiced.

Wedding Cake:

Within 4 weeks of your date then the full outstanding balance of the total cost will be invoiced

Within 14-5 weeks of your date then 70% of the outstanding balance of the total cost will be invoiced

More than 14 weeks no further invoice but your deposit will not be refunded.

**Photographs**

I photograph every cake and reserve the right to use any photographs for social media, or promotion.

**Allergens**

Please be aware all cakes are prepared in a working kitchen that handles and stores common allergens.

I do not recommend ordering if you have a severe food allergy (e.g. severe nut allergy) I do cater for customers who have mild intolerances. Please discuss any intolerances with me prior to booking your cake.

**Storage**

Your cake is freshly baked to ensure it is as fresh as possible for your event, I cannot guarantee its quality if it’s consumed after the event. I do not add preservatives that extend the shelf life of your cake.

**Non-Edible Decorations**

Fresh Flowers - fresh flowers may contain pesticides, insects, dirt, or other contaminants. Some flowers are also toxic so the advice and guidance of a florist needs to be obtained.

Decorations and Supports - Items such as plastic dowels will be used in tiered cakes, ribbons or wires in some sugar flowers / models. These must all be removed before serving or eating. I will advise you of these items upon collection of your cake.

**Cake Collection / Delivery**

Upon collecting your cake you will be given the opportunity to check your cake.

I always advise your cake is transported by car and placed in either an empty car footwell or boot. Both areas should be free of anything that could fall onto the cake. I DO NOT advise the cake being transported on your lap or a car seat.

Both will cause slight movement in the cake and will invariably lead to damage.

​It goes without saying please drive with caution and try and avoid sudden stops.

​Keep your car cool with air conditioning and remove your cake from your car as soon as possible to prevent any heat damage.

​Once your cake has left my premises I am no longer responsible and I cannot be held liable for any damage.

The majority of my cakes are collection, however in some situations a cake will require delivery. In this situation a sign off form will be used to confirm it has been safely delivered with no damage.

A delivery charge will be calculated based on mileage and the time taken to deliver / set up your cake.