



Thank you for choosing Build a Bake to be part of your big day!

By making a booking with Build a Bake you agree to the following Terms & Conditions...

A £100 non-refundable deposit is needed to confirm your booking & secure your date. Until payment is received, your order is not guaranteed or booked in. All bookings are made on a first come first serve basis and we are unable to 'pencil' in any orders without a deposit. This means that if you do not secure your booking with a deposit, the date you have initially requested may have been taken by the time you come back to us. From the moment we receive your deposit, we will turn down other orders for that date which is why your deposit is non-refundable.

Payment is made via bank transfer using the details we provide you with. Any payments made incorrectly & made using the wrong bank details are not the responsibility of Build a Bake. The remaining balance (total cost minus the £100 deposit) is due no later than 30 days before your wedding day. We reserve the right to cancel any order still awaiting payment after the 30 day balance is due.

Because our services are completely bespoke and we have usually had to start preparations for your order weeks in advance, as well as turn away other clients, all deposits are non-refundable and remaining balances are payable in the event of cancellation or postponement with under 30 days notice.

If you wish to postpone your wedding, we ask for a minimum of 30 days notice and your deposit can be moved over to another date (provided we have availability). We ask that you check our availability before re-booking the venue, as if we do not have availability on your new chosen date, your deposit will not be refunded. If you have made full payment of your wedding cake and have therefore let us know a change of date with under 30 days notice, we can still move the full balance over to a new date - again provided we have the availability to do so. If we do have availability for your new date, we reserve the right to increase the cost of the cake if the new date is more than 6 months after the initial date. If you have changed the venue we reserve the right to amend the cost of the cake as the initial quotation is based on delivery, mileage and set-up costs.

If we do not have availability for your new chosen date and you let us know with more than 30 days notice, it will be classed as a cancellation & the deposit will not be refunded. If we do not have availability for your new chosen date and you let us know with less than 30 days notice, the full balance will be non-refundable and if not yet paid, will still be payable. If required, we will work with you as best we can, and can send an invoice for the full amount to be passed onto your insurance company. We will be as accommodating as possible when re-arranging dates and changes to dates (up to three times) will be done free of charge. If you change a date more than three times, we reserve the right to charge an administration fee at our discretion.

All payments are non-transferrable to any other bookings and can only be used towards the initial service & design of cake that you booked with us. If you choose to change the size or design of the cake, we require a minimum of 30 days notice and reserve the right to increase the cost of the cake.

If you choose to cancel your wedding altogether, please let us know more than 30 days in advance. The deposit is non-refundable but the balance will not be payable provided you give us this notice. If required, we can send an invoice for the deposit to be passed onto your insurance company.

We reserve the right to change the price of any of our products/services at any time, without prior notice.

### **Collections...**

Date/Time: We do not usually offer collections for wedding cakes, as they are usually hand delivered however if collection is chosen as an option, we will arrange a collection date and time directly with you. Please do your best to stick to this time as closely as possible as it makes it difficult for our working day and other customers if not. We understand in certain scenarios this is unavoidable, but in the case that you are running late or need to change the time at all, we simply ask that you let us know with as much notice as possible. Please note that due to other work commitments around your order, we may not be able to guarantee a delivery or collection time change that is more than 24 hours either side of the initial agreed date.

Transportation: Once collected, we suggest that you place the cake on a flat surface for transporting it, such as the foot well or boot of your car - NOT the passenger seat, as it is sloped and the cake is more likely to slide off and get damaged. You will be shown the cake upon collection. If you are unhappy with the cake please let us know before you leave, so we can discuss making any necessary amendments. If you are unhappy with the cake and have taken it away with you, we may not be able to make any adjustments as we will have other orders already booked in and there will be time restraints.

Storage: In hot weather, please make room for the cake to go into your fridge before you collect, so that it can be placed into refrigeration immediately once you get home. If you are taking straight to a venue, please ensure they have fridge space to accommodate this beforehand. In colder weather, we recommend storing the cake at room temperature, in a cool, dry, dark place out of any direct sunlight, away from any direct heat source and lightly covered. Once the cake has been cut, it is best stored at room temperature in air-tight containers and if so can last up to 10 days. All cakes can be frozen for up to three months.

Care & caution: Please be aware when cutting into the cake, that all tiered cakes will have plastic dowels inside them to help with holding their structure. Cakes with fondant elements such as animals, sugar flowers, figures and vehicles will contain sharp wooden cocktail sticks, so although the fondant is edible, please be extra cautious if giving to children and do not just bite into any of it without breaking it up. Although all real floral decoration will be safety sealed, please note that certain breeds can cause skin irritation and are toxic if eaten. Please remove all fresh flowers and the surrounding cake/buttercream before serving.

### **Deliveries...**

If you have ordered a service that includes delivery, deliveries will be made on the date specified in your order and we will arrange a time frame directly with you beforehand. All deliveries are undertaken by a member of our team. Please ensure someone is available at the venue on the day & time agreed; if there is no-one on hand to receive the cake, we will do our very best to leave them in a safe place (with a neighbour, receptionist, caretaker etc.) but we cannot keep hold of them for re-delivery as they are a perishable item. Please note that Build a Bake cannot accept any liability for the treatment of your order or mishandling once a delivery has been made. The client who takes the

delivery will be shown the cake upon delivery and once they accept the delivery, the handling of the cake is out of our hands. Our drivers are instructed in the correct handling of the cakes and can relay this information to all end users, but once the cakes have been accepted, we cannot accept liability for the subsequent handling/storage of them.

All of our cakes are baked to order and we therefore cannot accept returns or refunds. Credit notes or a replacement order to the same value will only be given as a gesture of good will, in the extremely unlikely event that you receive the incorrect product or if the products are proven to be of unsatisfactory quality and inedible. Should this be the case, or if you are in any way unsatisfied with the condition or quality of your cakes upon arrival you must contact us within 24 hours of receipt. Build a Bake will not accept liability for any complaints made after this time.

We reserve the right to use photographs of all orders that we prepare on our website, Instagram, Twitter and Facebook pages. If you would like to specifically request that we do not use pictures of your order, you must let us know at the time of ordering.

If you need to change the date/details of your order, please contact us as far in advance as possible. We cannot guarantee that we will be able to transfer your deposit to the new date however will always try our best to do so if given enough notice. This is all at the discretion of Build a Bake.

#### **Allergens...**

All allergies MUST be stated at the time of ordering a bespoke cake. All of our products are handmade lovingly, in a kitchen that handles all known allergens, including but not limited to, **eggs, gluten, sesame, nuts, peanuts, tree nuts, milk, fish, lupin, molluscs, mustard, soya, soybeans, sulphur dioxide & sulphites, celery**. We take every caution possible to clean our equipment before use and after each batch, to avoid any cross contamination, however this cannot be guaranteed. If you have any questions regarding allergens, or have an allergy, please contact us directly at [buildabake@hotmail.com](mailto:buildabake@hotmail.com) before placing your order. If you are ordering something as a gift, or on behalf of someone else, please read (or request from us directly) all ingredient information carefully before ordering. Full ingredient lists and allergen information can be provided for all events so that the venue staff have as much knowledge as possible on the day.

Customer service is at the forefront of our business and we will always strive to provide an excellent service and enjoyable experience for our customers. If you have any problems at all, please do not hesitate to contact us via our contact page or email us at [buildabake@hotmail.com](mailto:buildabake@hotmail.com). We love our products with all of our heart and hope you do too!

Thank you for your understanding & as always, for supporting our small business. :)