



## **TERMS AND CONDITIONS**

All sales made by the Company are subject to the following terms and conditions. Nothing contained within these terms and conditions affects your statutory rights as a consumer. Please read the following terms and conditions: if there is anything you don't understand please feel free to contact us. (All reference to "The Customer" means you and "The Company" means The Yummy Mummy Cake Company.)

### **DEPOSIT**

A 25% **NON-REFUNDABLE** deposit is required to secure your booking. This is payable by cash (in person only please), cheque (made payable to Emma Lockett) or bank transfer (details available on request).

### **BALANCE**

Once your completed order form and deposit has been received, you will be sent details of the estimated final cost and balance due, along with instructions for collection/delivery. Any outstanding balance is payable either in cash on collection/delivery of the cake or by bank transfer prior to collection/delivery.

### **CANCELLATION POLICY**

Should you choose to cancel your order within 30 days of the original due date, a cancellation fee will be applied. This fee is to cover costs and/or expenses incurred by The Company during the preparation phase of your order and will be calculated as follows:

Within 30 days – 50% of the original estimate,  
Within 15 days – 100% of the original estimate.

### **DATE CHANGE AND ALTERATIONS**

If for any reason you need to change the date you require the cake for, The Company will endeavour to accommodate your request, however please be aware that the date change may conflict with other bookings and therefore a date change may not be possible. Should this be the case and ultimately lead to a cancellation, then we direct your attention to the Cancellation Policy in the clause above.

It is your responsibility to advise the Company of any alterations to the original order. The Company reserves the right to increase a quoted fee in the event that the Customer requests a variation to the work agreed. Whilst every effort will be made to assist Customers, please note that late changes cannot always be guaranteed.

### **COLLECTION**

A signature is required upon collection confirming that you have received your order in good condition and as specified. Once the cake has been collected and signed for, the Company is unable to accept liability for any interference with or damage to the cake thereafter.

### **DELIVERY**

Subject to availability, a delivery service can be provided at a cost of 45p/mile as per the current government recommendations. Mileage is calculated using Googlemaps and covers the return journey.

Your order can be delivered at a suitable time before the event is due to start, subject to availability. Please advise us of your timings and provide a contact name at the venue if required. We will do our best to accommodate your requirements.

It is the Customer's responsibility to ensure that you have given us the correct delivery information, and that someone is available to receive your cake. A signature will be required for the receipt of the order upon delivery.

### **SET-UP SERVICE**

In the case of larger orders, such as wedding cakes, a specialist delivery and set up service can be provided, subject to availability. This is charged at £40 in addition to the agreed cost of the order plus delivery costs as outlined above.

It is your responsibility to ensure that you have provided the Company with the set-up details and arrangements made with the venue for the location and display of your cake. The Company cannot be held responsible for the location of the cake at the venue. Please ensure, therefore, that the display location is level, stable and strong enough to hold the cake.

Once the cake has been collected or delivered, set up, and signed for, the Company is unable to accept liability for any interference with or damage to the cake thereafter. If a cake is to be delivered and set up by the Company, a signature will be required from a nominated or responsible person confirming the cake has been received and set up in good condition. Prior to departure from the venue photographic evidence will be acquired by the Company to verify that the cake has been set up and left in good condition.

### **TRANSPORTATION**

Please note that if you choose to transport your cake yourself, this is undertaken entirely at your own risk. The Company will do everything it can to ensure safe transportation of your cake and will provide non-slip matting and signage for your car. However, once the cake has been taken from The Company premises it becomes the sole responsibility of The Customer or their nominated responsible person. The following transportation recommendations are made in good faith but also please make an assessment of your specific circumstances in relation to vehicle type and venue and apply your own judgement:

- A second pair of hands is helpful to help lift and move the cake if it is a large and heavy cake (this usually only applies to tiered wedding cakes) Alternatively, a wheeled trolley/cart can be helpful to transport the cake from the vehicle to the reception venue.
- Ensure the cake is transported on a flat surface, ideally the boot or passenger footwell. The seat of a car is angled and is thus not an ideal surface. Non-slip matting underneath the box can help prevent the box from slipping (The Company will provide this).
- Make sure the surrounding space is clear and nothing is at risk of falling onto the cake.
- Drive carefully! Avoid sudden braking or sharp turns. Consider a trial run of your journey to familiarise yourself with potential issues such as speed bumps or potholes in the road. The Company will provide you with signs to go in your car window to alert other drivers that a cake is being transported.
- Remove the cake carefully – it is usually safer to cut off the sides from the box or open from the side and slide the cake out rather than try to lift the cake out of the top of the box.
- Finally, before you place your cake in position ensure the stand or table for the cake is secure, flat and is able to support the weight of the cake.

## **STORAGE**

Do not refrigerate your cake unless otherwise directed, as this can cause the fondant decoration to “sweat”. Store in the box provided in a cool dry place. Please be aware that some cakes and decorations are liable to melt in warmer weather, again, once the cake has been collected and signed for, the Company is unable to accept liability for any interference with or damage to the cake thereafter.

## **SERVING INSTRUCTIONS**

All edible and non-edible decorations should be removed before cutting and serving the cake. Tiered cakes are supported internally by food grade plastic dowelling and cake boards. On collection/delivery of your cake you will be provided with both details of any non-edible items and a cutting guide, detailing how best to cut your cake in order to achieve the required number of servings.

If you wish to keep any of the fondant decorations as a reminder of your celebration, it is recommended to store them in a cardboard box so as to prevent “sweating” and softening. A small cardboard cake box is available from The Company to add to your order – please state on your order form if you require one.

## **ALLERGIES**

It is The Customers responsibility to inform The Company of any specific dietary requirements at the time of order so we can meet your needs. The Company cannot be held responsible for information they have not received. Please be aware that although your chosen cake may not be made with nuts or a nut product, it will be prepared in a kitchen where nut products may be used in other cakes and fillings. Raw materials used may not be free from dairy, wheat, gluten or other allergens, therefore it cannot be guaranteed that the cake will not contain any traces of the following:

- Nuts
- Peanuts
- Sesame seeds
- Seafood/shellfish
- Milk/eggs/dairy
- Gluten.