



Terms and Conditions

Full terms and conditions for Vicky Bakes Caerphilly are detailed below. By making an initial payment it will be deemed that the terms are understood and accepted as applying to your order.

Payment Conditions

Prices

Following your enquiry, your quote is valid for collection dates within 3 months. Paying your initial payment (see below) secures this price & prevents any further price increases, except in exceptional circumstances beyond our control e.g. exceptional price increases etc.

Initial Payments

For orders over £35, a non-refundable 30% payment is required in order to secure the commission of your order and chosen date with Vicky Bakes Caerphilly. For orders under £35, full payment is required to secure the date, and no later than 2 weeks before collection, unless otherwise agreed by Vicky Bakes Caerphilly.

Save The Date

If you wish to secure a date, without yet having confirmed the design/flavours and final price, a £10 payment can be made. Once a full quotation has been received (no later than 3 weeks before collection) and agreed on, any remainder of the 30% initial payment is then due. Full payment will then be due no later than 2 weeks before collection.

Payment

Payment should be made by bank transfer

Monzo Bank

Victoria O'Brien

Sort Code: 04-00-03

Acc no: 31072053

Please email or message us with confirmation of transfer in order to prompt acknowledgement of the payment.

Final payment for your cake is required no later than 2 weeks before the collection.

Late Payments

If your Initial Payment is not paid within 3 months of quoting then we reserve the right to cancel any previous arrangements. If full payment is not received and cleared in our account before collection then the order will not be released.

Cancellation

If cancellation of the order takes place we reserve the right to retain all, or a proportion of, your Initial Payment, to cover any expenses already incurred. If cancellation takes place 1 week before the event then we reserve the right to keep 75% of the total price, or if cancellation occurs less than 24 hours prior then 100% of the value will be retained to cover the costs of production of the cake.

Cancellation must be made in writing (by message or email) to Vicky Bakes Caerphilly and will only be deemed to take effect from the date your message is received.

If you wish to move a date we will endeavour to transfer your order providing the date is suitable for ourselves, otherwise it shall be treated as a cancellation.

We retain the right to cancel the booking in very unusual circumstances beyond our control, such as fire or ill health, during which we will refund any money taken in full.

Design Conditions

Alterations & Changes

It is your responsibility to read & check the quote thoroughly; any amendments should be made in writing. If requested, we will endeavour to adjust the design where possible, but sometimes this is not possible according to the nature of the request or amount of notice given. If the alteration affects the cost, or preparation work for the original design has already been undertaken, then your balance will be adjusted accordingly. Please warn us when you pay your deposit if you are undecided on the design. Vicky Bakes Caerphilly reserves the right to charge 75% of the initial quoted price should any changes or alterations reduce the final cost to less than 75% of the original price.

Any cake ordered from a picture or photo of a cake produced by any other cake maker, can only be reproduced as our interpretation of that cake and will not be an exact reproduction of the cake in the picture or photo.

Chocolate

We recommend extreme caution if you are considering a cake decorated with chocolate for a summer occasion (May-September). We cannot accept responsibility for any melting of the order once it has left our possession, as we have no control over the environmental / venue temperature. We can however advise you of designs that are less susceptible to melting and do everything within our control to reduce the impact on the cake.

Allergies and Dietary Requirements

Special Diets

Please discuss with us if any of your guests have special dietary requirements. Cakes may be able to be made without certain ingredients upon request.

Please be aware that although these ingredients can be removed from the cakes, they are still used in our kitchen so we cannot guarantee that any of our cakes are completely free of all traces for people who are highly sensitive.

Non-Edible Items

Most large cakes contain small proportions of inedible items, it is the clients responsibility to ensure these are removed by yourself, your caterer/guests before consumption e.g. support dowels in tiered cakes, ribbon, non-edible decorations etc.

Collection/Delivery Conditions

Collection

Collection times must be arranged and agreed in advance. Any collection times changed with less than 2 hours notice may be subject to a £10 fee, payable before the release of goods.

After collection, we will not be held liable for any damage to the cake once it has left our premises. Tiered cakes are most at risk during transport, so please seek our advice on how to transport it.

Delivery

Delivery is only available for celebration/wedding cakes over £100 and by arrangement at the time of quoting.

Delivery charge is calculated on a mileage and time basis. If you choose delivery, it is our intention that your cake will be delivered in perfect condition prior to the start of your reception. However we ask for patience with factors that may be beyond our control (e.g. traffic conditions) as we cannot be held liable for any such delays. In some circumstances, we may recommend the cake is delivered 1 day in advance. It is your responsibility to ensure you inform us of your correct ceremony & reception time plus the postcode of the venue. In the unlikely event of late delivery, the maximum compensation will be a refund of the delivery price.

We cannot be held liable for any damage that is rendered to the cake at the venue once we have left the premises. It is with this in mind that we require somebody responsible, to check that they are happy with the cake before we leave.

Set Up

It is the clients' responsibility to ensure arrangements are made for the cake table, linen, cake stand & knife, which should all be set- up prior to our arrival, (unless there is an agreement that we will liaise with the venue on your behalf). If any delay is incurred due to these not being set-up, we reserve the right to charge for any delay incurred (labour costs at £15 per hour) or leave the cake with the event manager to assemble / move into position as appropriate. Please take extra care to ensure a stable cake table if you are having a marquee event, as surrounding floor boards can easily rock the cake once stood on.

Storage & Consumption

Damage

Please remember that cake decorations are very delicate items, and we cannot accept responsibility for damage that is done to the cake after it has left our possession.

If any damage is rendered to the cake after it has left our possession, then you can advise us and request a repair, which will be costed accordingly, including transport costs if appropriate.

Best Before Date

Your cake is baked to ensure it is fresh for the date of your event. After this date, we advise sponge cakes are frozen as soon as possible to ensure its condition is maintained, otherwise, we cannot guarantee its quality if it's consumed more than 48 hours after the event. Our cakes are made entirely of natural ingredients, so we'd like to remind you that because of this they will not have the extended shelf life of most supermarket cakes, which contain additives and preservatives to ensure their prolonged life. Freezing the cake however, preserves the taste of the sponge and icing as much as feasibly possible, but please bear in mind that it will affect the visual appearance of the icing, as condensation will form upon defrosting. Food hygiene recommendations recommend that food should only be frozen for a maximum of 3 months. Once home, the cake should be wrapped in clingfilm to remove as much air as possible, then stored in an airtight container before freezing for a maximum of 3 months. The cake should not be refrozen if defrosted, therefore it may be appropriate for you to cut it into convenient portion sizes before freezing, so that it can be defrosted on a per portion basis.

Sugar paste cakes should not be refrigerated, as it will cause condensation to form on the surface of the icing. Refrigeration also accelerates the staling of the flour in the cake, so should only be used with extreme caution e.g. if hot weather is compromising the quality of a chocolate decorated cake.

Complaints

If you have concerns about your cake, please notify us upon collection/delivery so that we have the opportunity to rectify it in time for your event.

All other concerns should be made in writing, and evidence of the fault should be included. A refund is only given if the uneaten cakes are returned, and are unsuitable for consumption / not as described in the written quote. No refunds are given due to change of mind or without the return of the uneaten cake.

We pride ourselves on our personal yet professional service.



Thank you for ordering from Vicky Bakes Caerphilly.