



Baking the Dream by Laura & Martin



Terms & Conditions

Full terms & conditions for Baking the Dream are detailed below. By making a payment (either paying a deposit or making the full payment) it will be deemed that the terms are understood and accepted as applicable to the order.

Payment Conditions

Deposits

A non-refundable deposit is required to secure all bookings. Full payment of any remaining balance is required in advance of all order dates; this will be communicated at the time of booking.

Until payment of a deposit has been made, dates with provisional enquiries remain available for others. (We will endeavour to give first refusal to any recently made provisional enquiries.)

Payment

Our preferred payment method is by secure Zettle card machine payment link (managed by PayPal) which we can send via email or message.

Alternatively, in-person payments can be made by card or with cash.

Non-Payments

If full payment is not received by the date communicated at the time of booking, then work will not be able to commence on the order. If, after a further reminder has been communicated, payment has still not been made, then the order will be cancelled with any deposit forfeited.

Cancellation

If cancellation of an order is required, we reserve the right to retain the deposit. Deposits help to cover the cost of production (including but not limited to the time that has gone into communication, planning, designing, purchasing of ingredients, ordering of materials, loss of other business and any other applicable costs).

If a change of date is required, we will endeavour to transfer a booking subject to our availability, otherwise it shall be treated as a cancellation.

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

Allergies & Special Dietary Requirements

Special Diets

Please discuss with us any special dietary requirements.

Please be aware that although allergens can be avoided, they are still used in our kitchen so we cannot guarantee that any of our products are completely free of all traces for people who are highly sensitive. With this in mind, all of our products should be treated as “may contain”.

Design Conditions

Alterations & Changes

If requested, we will endeavour to make adjustments to orders 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 the balance due will be adjusted accordingly.

Any order requested from a picture or photograph of a cake can only be reproduced as our interpretation of that cake and will not be an exact reproduction of the cake in the picture or photograph.

Non-Edible Items

Some orders may contain small proportions of inedible items depending on the design. It is the customer's responsibility to ensure these are removed before consumption e.g. support dowels in tiered cakes, ribbon, wires in sugar flowers. Information about these will be communicated at time of collection/delivery.

Delivery Conditions

Delivery charge is calculated on a mileage and time basis. Alternatively, cakes can be collected from our premises at the agreed time.

If delivery is chosen, it is our intention that orders will be delivered in perfect condition by the time agreed. We do however 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.

It is the customer's responsibility to ensure we are informed of the correct delivery details (address and time of event).

Damage

We cannot be held liable for any damage that is rendered to the order at the location of delivery 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 order before we leave.

If an order is collected, we will not be held liable for any damage to it once it has left our premises. We will offer advice regarding transportation and storage of all orders. Tiered cakes are most at risk during transport, so please follow the advice given on how to transport them. For wedding orders, we highly recommend you check your wedding insurance covers cake damage.

If any damage is rendered to an order after it has left our possession, repairs can be requested. This will be subject to our availability to help and will be costed accordingly, including transport costs if appropriate.

Storage & Consumption

Orders are created to ensure they are fresh for the date of collection/delivery and will be best consumed within 2-3 days. Unless we advise that an order contains elements that require refrigeration for food hygiene reasons (e.g. cream cheese frosting), they should be stored in their box in a cool place away from heat sources.

Cupcakes with sugar paste toppers or models and cakes with sugar paste coverings or details should not normally be refrigerated, as this will cause condensation to form on the surface of the icing, and compromise stability and appearance.

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 buttercream or chocolate covered cake.

Our products are made with natural and fresh ingredients; with this in mind, 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 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 advise that food should only be frozen for a maximum of 3 months.

Hire of Equipment

If any equipment has been hired from us, then it is the customer's responsibility to ensure that it is returned in the same (undamaged) condition and by the date agreed.

In addition to the hire fee, hire of equipment is subject to payment of a security deposit as agreed, which will be refunded upon the return of the equipment in the same (undamaged) condition. In the event of damage or non-return, this deposit will be retained to cover the cost of its replacement or repair.

Gift Vouchers

Gift Vouchers are valid for one year from the Date Issued (indicated on the Gift Voucher). The Voucher ID and details must be a valid match with the details held on our records. Gift Voucher purchases are non-refundable and cannot be exchanged for cash in part or full.

Feedback

Reviews

We hugely appreciate customers taking the time to leave positive recommendations of us on Google and Facebook. Reviews help our business to grow and we thank you so much if you are able to leave a positive review.

Complaints

If you have concerns about your order, please notify us upon collection/delivery so that we have the opportunity to rectify it in time for your event. We pride ourselves on the quality, love and craftsmanship that goes into each order.

In the unlikely event of any complaint about the order, the complaint should be made in writing, and evidence of the fault should be included. A refund is only given if the uneaten order is returned within a timely manner and is unsuitable for consumption / not as described in the quote. No refunds are given due to change of mind.

Thank you for choosing Baking the Dream.

