



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 your order.

Payment Conditions

Deposits

A non-refundable deposit is required to secure your order on the chosen date with Baking the Dream. Full payment of the remaining balance is required in advance of your chosen date and this will be communicated to you at the time of booking.

Payment

Payments can be made by card in person, or via secure iZettle card machine payment link (this method is preferred as a contactless form of payment).

Non-Payments

If full payment is not received by the date communicated at the time of your booking, then work will not be able to commence on your order, meaning the order will not be released.

Cancellation

If cancellation of the event takes place, we reserve the right to retain your deposit. We also reserve the right to retain the applicable value to cover the cost of production of your order up to that point (including our time, ingredients, materials and any other applicable costs).

If you **postpone** the event, 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

If requested, we will endeavour to adjust the design of your order 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.

Any order requested from a picture or photo 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 photo.

Allergies & Special Dietary Requirements

Special Diets

Please discuss with us if you have any special dietary requirements for your order.

Please be aware that although allergens can be removed, 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.

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.

Delivery Conditions

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

If you choose delivery, it is our intention that your order 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 your responsibility to ensure you inform us of the correct details (time of event and venue address).

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 you chose to collect the order, we will not be held liable for any damage to it once it has left our premises. Tiered cakes are most at risk during transport, so please seek our advice on how to transport it. For wedding orders, we highly recommend you check your wedding insurance covers cake damage.

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

If any damage is rendered to the order 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.

Storage & Consumption

Your order is baked to ensure it is fresh for the date of your event, and will be best consumed within 2-3 days. Unless we advise you that your order contains elements that require refrigeration for food hygiene reasons (e.g. cream cheese frosting), it should be stored in its 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 be refrigerated, as it 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 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, 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.

Hire of Equipment

If you have hired any equipment from us, then it is your responsibility to ensure that it is returned undamaged and by the date agreed. In the event of damage or non-return, it is the customer's responsibility to pay for its replacement or repair. We reserve the right to charge a returnable deposit for the hire of equipment, which would cover the cost of its replacement in the event of damage or non-return.

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, 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.

