

# Cupcakes Forever

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Please read the following Terms and Conditions carefully, if there is anything you don't understand please feel free to contact us.

Cupcakes Forever bespoke wedding cakes are subject to the following Terms and Conditions.

## Ingredients:

All our ingredients are of the highest quality and contain no artificial preservative to make the cake last longer.

Our cakes may contain nuts or nut traces/eggs/gluten and dairy products. Special dietary requirements on cakes are available please ask for further details

## Orders:

We prefer six months notice on wedding cakes but will accept short notice wedding cakes subject to the availability of the date required.

## Deposits:

**We require a £100 deposit on placement of each wedding cake order, under £300 over £350 Over £350 its £150 deposit.**

Please note that all deposits are non-refundable.

Final Payment: - For wedding cakes the final payment is due at **two months before delivery date**, either by paypal, credit card, bank transfer or cash.

## Wedding Cake Cancellations:

Due to having to acquire certain components for our wedding cakes and order these months in advance it is necessary to implement the following conditions when a wedding cake order is cancelled, please also take in to consideration that its very unlikely we will be able to find another booking for the date especially during peak/high wedding season.

- If you have paid the full balance a 50% refund is applicable if cancelling up to 90 days of your wedding date, **cancelling within 90 days the full balance or any deposit payments made to date are non-refundable** as it unlikely I will get another booking to cover the booking cancelled.

**Relevant wedding insurance cover should be in place to cover and any loses made due to cancellation.**

Wedding Cake cancellations must be made in writing via email or post.

## Wedding Cake Sponge Tiers:

If you require your wedding cake to be created with any sponge tiers, **we recommend that the sponge tiers are cut and be consumed on the day** to ensure they are as fresh as possible, we do not add any preservatives or additives to our wedding cakes to prolong shelf life.

My sponge tiers are very similar to a Victoria sponge cake I do not use a heavy based Madeira sponge.

If you would like to keep your cake longer the best way to preserve this is by wrapping and then freezing either on or the day after your wedding day and following your freezer guidelines on storage.

Fruit cakes stored correctly, wrapped in an airtight container can keep up to 1 month.

For fruit cakes these are purchased from Sweet success bakery I do not make these due to the lack of demand for them now. I can provide samples of fruit if required.

## When do I cut and consume my cake:

Your wedding cake is designed and baked to be cut and consumed while at its best on your wedding day, please do not leave them for long periods of time after your wedding. I cannot take ANY responsibility for cakes that are left and not cut for over 2 days after you wedding day, I have no control over the environment/conditions they are kept in or have been kept in the day, wedding venues can be hot and have a lot of humidity therefore can cause food products to sweat.

I only have a very short window of time from the moment I bake to icing and decorating the cake to then delivering the cake, the cake should be consumed on the day or the day after at the very latest.

## Delivery:

Local delivery within a 5 miles radius of our premises will be free. If delivery is required outside this radius, we will provide a quotation.

If times clash with another wedding setup arrangements will be made to have the cake delivered by another person, in some cases stacked cakes may be delivered the day before the wedding day to the venue for the venue to put out on the day (arranged only with permission from the bride and groom and the venue)

## Wedding Cake Stands or Bases:

We supply our wedding cake bases Free and Cupcake stands are charge at £15 hire and £50 refundable deposit, our stands and bases are used by many couples and should be returned to us within seven days of your wedding date, stands or bases returned after seven days will result in the loss of your deposit. Please note if you require the stand to be collected either from yourself or the venue, a charge of £20 will be deducted from the deposit paid.

## Cake Components:

From time to time certain components for our wedding cakes will become unavailable or obsolete and may have to be replaced, this is totally out of our control, however we will replace these with components of equal or better quality and we reserve the right to do this without consultation.

## Special Offers:

Cupcakes Forever reserve the right to halt any special offers or promotions at any time.

## Damages:

All of our cakes are sent in perfect condition, we don't send our wedding cakes by courier.

Our tiered weddings cakes are set and secured once at the venue we have no control over the cake or what happens to it, therefor we cannot except liability if the cake is knocked over or damaged in any way, we always take photo's of the cake setup at the venue, and recommend that once in place the cake or cupcake tower is not moved in anyway until the cake is to be consumed.

## Our Terms & Conditions

When paying your deposit for your wedding cake it is believed that you have read, understood and accept our terms and conditions.

Thank you Cupcakes Forever.