

## Terms & conditions of booking

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

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

Booking forms are to be completed from Jan 2017 for all orders.

### Deposits and payments

All deposits that secure a date are non-refundable if cancelled within one month of the order due. I am happy to refund if the order is cancelled over one month in advance.

A full 50% of the order value is required to be paid no later than two weeks before the order is due.

I except small security deposits of £10 to secure any particular date, then the remaining percentage paid two weeks before the due date.

Balances are paid in full on collection or via paypal before collection. I also except card payments on the day.

Ordering and Collection days/Times - Please see contact page for opening / collection days.

Once an order has been placed the date that you have ordered your cake for is your collection date (confirmed on your booking form) Please note this is the day you pay a deposit against, changes to your date or order may result in your order being lost and deposit will not be refunded.

I do not take orders for collection on a Sunday or a Monday. The earliest collection time on a Tuesday is 4pm-6:30pm

For example: your celebration or party date is a Saturday then you cancel and ask for it on a Monday, this is a change of order and therefore a cancellation resulting in loss of deposit.

### Cake shelf life.

All cakes are to be consumed within 48 hours of collection, I cannot take any responsibility for cakes left longer than this period, as I have no control of the conditions or where the cake has been kept. Once your cake is cut please box or wrap and refrigerate it.

### Cake flavours

These are confirmed on your booking form, please note if for what ever reason no flavour has been confirmed I will always do vanilla with jam and buttercream.

### Ingredients:

All our ingredients are of the highest quality.  
Our cakes may contain nuts or nut traces.

### Cake Sponge Tiers:

I recommend that cakes are to be consumed within 48 hours of collection to ensure they are as fresh as possible, we do not add any preservatives or additives to our cakes to prolong shelf life.

If you would like to keep your cake longer the best way to do this is by freezing for up to one month after the collection date.

### Cake Components:

From time to time certain components for our 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 finished in perfect condition, once they have left my premises the cake is the responsibility of the customer and I have no control on the method of storage, or damage in transit.

### Our Terms & Conditions

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

Thank you.

Cupcakes Forever.