**Terms & conditions**

Full terms and conditions for Kym’s Cakes and Bakes 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 consultation/enquiry, your quote is valid for 6 months, paying your initial payment (see below) secures this price and prevents any further price increases, except in exceptional circumstances beyond our control e.g. exceptional fuel price increases etc.

**Initial Payments**

A non-refundable 50% payment (total of the cake price) is required in order to secure the commission of your cake and chosen date with Kym’s Cakes and Bakes. For orders under £60, full payment is required to secure the date, unless otherwise agreed by Kym’s Cakes and Bakes.

**Payment**

Payment should be made by bank transfer, details will be provided once booking confirmed. Card and cash payments can be made on request.

Please email us with confirmation of transfer in order to prompt acknowledgment of the payment.

Final payment for your cake with a total cost below £150 is required no later than 2 weeks before the collection/delivery date. For orders with a total cost over £150, the final payment will be required no later than 6 weeks before the event date.

**Save the Date**

If you wish to secure the date, prior to having a cake design and final price, a £100 payment can be made. The design and final price will be agreed at least 3 months prior to the event date. Once a full quotation has been received and agreed on, the remainder of the 50% non-refundable booking fee is then due. Full payment will then be due no later than 4 weeks before the event date

**Late Payments**

If your booking fee is not paid as per conditions above, then your cake will not be booked in and the date may be offered to other customers. The date will be held for a maximum of 48 hours during initial contact unless otherwise agreed by Kym’s Cakes and Bakes. If full payment is not received at least 2 or4 weeks prior to the event (as stated above) then the cake will not be made or released and all monies paid will be forfeited.

**Cancellation**

If cancellation of the event takes place, we reserve the right to retain your 50% booking fee. If cancellation takes place 2 weeks before the event then we reserve the right to keep 75% of the total price, or if cancellation occurs within 7 days 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 letter or email) to Kym’s Cakes and Bakes and will only be deemed to take effect from the date your letter/email is received at our premises. 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 Condition**

**Alterations and Changes**

It is your responsibility to read and 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 the 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 advise us when you pay your deposit if you are undecided on the design. Kym’s Cakes and Bakes 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 an inspiration photo produced by another 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 celebration (May-September). We cannot accept responsibility for any melting of the cake once it has left our possession, as we have no control over the environmental/venue temperature. We can however advise of designs that are less susceptible to melting and do everything within our control to reduce the impact on the cake.

**Allergies and Special Dietary Requirements**

**Special Diets**

Please discuss with us if you are catering for any special dietary requirements. Please be aware that although ingredients can be removed from the cakes, our kitchen still handles all of the 14 allergens 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 cakes contain small proportions of inedible items. It is the client’s responsibility to ensure these are removed before consumption e.g. support dowels in tiered cakes, ribbon, wires in sugar flowers, tooth picks in models.

**Delivery Conditions**

**Delivery Charge**

Delivery 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 cake will be delivered in perfect condition. 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, me may recommend the cake is delivered 1 day in advance.

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

If you choose to collect the cake, 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.

Late requests for delivery (after securing the booking based on collection) will be accommodated where possible, but cannot be guaranteed, as earlier delivery commitments must take priority.

**Photographs**

I reserve the right to photograph your order before or upon delivery/collection and these may be used for promotional purposes.

**Storage and Consumption**

**Damage**

Please remember that cake decorations are very delicate items, and we cannot accept responsibility for damage 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 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 is consumed more than 48 hours after the event. Our cakes are made entirely of natural ingredients, so we’d like to remind you that 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 but can affect the visual appearance of the icing. 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. Sugar paste cakes should not be frozen.

**Complaints**

If you have any concerns about your cake, please notify us on delivery/inspection so that we have the opportunity to rectify in time for your event. We highly recommend a member of the family or an event manager as the designated point for the day, to help ensure all runs smoothly.

All other concerns should be made in writing, and evidence of the fault should be included.

We pride ourselves on our personal yet professional service.

Thank you for using Kym’s Cakes and Bakes.