

TERMS AND CONDITIONS

The Baker – Kirsty Rogers Cake Artist

The Client – the persons ordering/paying for the goods



Price and payment

1.1 The quote given will be valid for a period of 7 days.

1.2 Orders are only confirmed when the stated booking fee has been paid. Please note that all booking fees are non-refundable. If the booking fee is not paid within 7 days, the date will open back up and the baker may not be able to fulfil your order any longer.

1.3 Any given quote may be subject to change due to inflation costs if the wedding is taking place in a later year/s. The Baker will confirm no later than 6 months before the wedding.

Final payments

2.1 All balances are due 8 weeks before your event. A reminder will be sent a week before the final balance is due.

2.2 If this payment is not received 8 weeks before your event then the baker has the right to cancel your booking. The deposit is non-refundable.

2.3 Payments can be made in instalments if discussed with the baker in advance.

Services provided by the baker

3.1 The baker will design and create a cake based on specifications provided by the client. The design will include details about size, shape, flavours, colours, and decorations.

3.2 The Baker may offer a consultation session to discuss cake details, including design preferences, flavours, and any special dietary considerations. Any associated charges for the consultation will be communicated and invoiced separately.

3.3 The Client acknowledges that while the baker will strive to incorporate the Client's preferences, the baker retains creative control over artistic and stylistic elements of the cake. The client understands that the baker cannot replicate another bakers work, but can take inspiration from others.

3.4 The client shall advise on the estimated number of servings they think they will need. The baker will advise on the cake sizes to achieve the required servings and will provide a cutting guide to the venue. The baker will generally base portions on 1 inch x 1 inch finger portions x 5 inches tall, unless the client requests otherwise.

3.5 The baker is not responsible if the venue cuts the cake in a different way, which means the cake does not achieve the agreed upon servings.

Communication

4.1 The client and baker shall maintain open communication through preferred channels (email, phone, etc.) for updates, changes, and clarifications.

4.2 Any changes, issues, updates etc will be communicated by the client and or baker in a timely manner.

Changes

5.1 The Client shall communicate any changes or modifications to the cake design, sizes, location, timings and any other aspect that affects the cake in writing within 10 weeks before the event. Changes after this time may incur a charge.

5.2 If you wish to make changes to your order after any payments have been made then any moneys paid are non-refundable. If the new quote is less than the amount that has already been paid, we will work to the amount of money paid. If the new quote is greater than the original payment amount then the remaining balance is due immediately.

Photography

6.1 The baker reserves the right to photograph the cake for promotional purposes. The client agrees to grant the baker permission to use these in marketing materials and on the baker's social media / website.

6.2 By choosing to share any professional photographs with the baker after your wedding date you are giving permission for these to be used for promotional purposes unless requested otherwise.

Delivery / set up

7.1 The client shall provide accurate event details, delivery location, and any specific requirements well in advance.

7.2 The baker shall deliver and set up the cake at the agreed-upon location on the specified date and time.

7.3 A delivery fee (depending on location) may be applied and included in the total payment.

7.4 IF FULL PAYMENT HAS NOT BEEN RECEIVED BY THE DELIVERY DATE, THE CAKE WILL NOT BE DELIVERED.

7.5 The client will ensure that the venue provides suitable and stable conditions for cake setup, including but not limited to a flat surface and proper lighting, as well as factors such as humidity and temperature. A further table (not the display table) will be required to place items needed for safe setting up.

7.6 The baker shall take utmost care in delivering and setting up the cake. However, once the cake is set up, the baker shall not be liable for any damage or accidents that occur.

7.7 If the cake is moved by the venue staff for any reason, the baker does not hold any responsibility for any damage that may occur to the cake if it is moved by someone other than them.

7.8 The baker requires a signed delivery note by the person in charge to say that the cake has arrived and is in perfect condition – a photograph of the cake will be taken as proof.

7.9 All stacked cakes will contain some non-edible elements such as plastic dowels, wired flowers or cake toppers. The baker will advise the staff of any non-edible elements that need to be removed during cutting and provide written information about this to the venue upon delivery. As the baker will not personally be cutting the cake, they cannot accept any responsibility for any non-edible elements not removed prior to serving.

Cancellation / postponement

8.1 In case of cancellation, the deposit is non-refundable. If cancellation occurs within 8 weeks of the event, the full payment will be non-refundable.

8.2 The baker will always do their best to deliver as prearranged, but some circumstances would be out of their reasonable control, such as severe weather, public unrest etc. Please ensure you have adequate wedding insurance to cover this eventuality if the baker is unable to deliver.

8.3 In the event of a postponement, subject to availability the baker will carry the monies already paid forward to the new date. The final payment will be due 8 weeks before the new date. Please be aware that a postponement can only occur once. Any further postponements will be classed as a cancellation.

8.4 If the baker is unavailable to postpone to the new date, the cancellation policy in clause 8.1 will apply.

Prop / equipment hire

9.1 Equipment and props owned by the baker are available to hire. The client agrees to pay the hire cost and the refundable damage deposit should they wish to hire any item.

9.2 The client agrees to return any hired item to the baker in a clean and undamaged condition within 5 days of their event, in order to get the damage deposit back.

9.3 If the equipment gets damaged but can be repaired e.g. with a new part, the client agrees to pay the cost of the part and an admin fee of £10.

9.4 The client agrees to inform the baker promptly if the equipment is damaged beyond repair so that the baker may buy a replacement as other couples may have chosen to hire the same item.

9.5 The baker agrees to return the damage deposit promptly once all hired items are returned.

Complaints

10.1 Complaints are rare but are taken very seriously. If the client wishes to make a complaint or raise a concern to the baker after receiving the goods, they should do so in writing within 48 hours of collection/delivery. Evidence of any faults or discrepancies should be included.

10.2 If there are any complaints about the design or the appearance, they must be expressed at the point of collection or delivery, and the baker must be given the opportunity to rectify these.

10.3 If the complaint relates to the quality of the cake, at least 75% of the cake must be returned to the baker within 2 days so that a fair assessment can be undertaken and to determine what

course of action will be taken. No refund will be given if the cake is not returned in this timeframe or has been eaten.

10.4 The client agrees not post any negative information about the baker or the business on any online forum, social media or websites without providing the baker with an opportunity to resolve any issue amicably in the first instance. The client should notify the baker in advance if they intend to post anything.

Privacy Policy

11.1 The baker will only ask for personal information relevant to their task e.g. names, address, contact number and email address. The baker shall not pass on the clients personal information to any other parties.

11.2 The baker will not keep the clients personal information for longer than necessary.

Updated April 2025