



Terms and Conditions

Deposits and Payments:

- 1 The date of the event is considered "booked" upon receipt of a non-refundable deposit equalling 40% of the total value of the cake, delivery charges, hired or purchased equipment deposit and signed contract.
- 2 The final payment is due 14 days prior to the event.
- 3 If the cake is booked 30 days or less before the reception date the deposit will equal 100% of the total cost.
- 4 If the client fails to make payments **Sally Ann's Cakes** will cease work, the order will be cancelled, and no refund will be given.
- 5 Preferred methods of payments are: Bank transfer/cash.
- 6 The client will have a grace period of 3 days after the payment date to pay debt before the contract is cancelled.
- 7 Late payments will be charged £5 fee.

Liability

- 1 **Sally Ann's Cakes** is not responsible for any bodily injury, property or consequential damage, which may result from service.
- 2 **Sally Ann's Cakes** is not responsible for any damage to the cake, hired equipment or shortage of cake caused by anyone NOT employed by **Sally Ann's Cakes**.
- 3 **Sally Ann's Cakes** will not deliver cakes if payment have not been made.

Fulfilment of Contract

- 1 **Sally Ann's Cakes** is not responsible for any delay or inability to deliver based on accidents, transportation issues, inclement weather, natural disasters, illness, death, labour troubles, delay in supplies, disputes or strikes, or any other circumstances beyond **Sally Ann's Cakes** control.
- 2 If the client collects the cake from **Sally Ann's Cakes** premises, **Sally Ann's Cakes** no longer assumes any responsibility for damage caused to it.

Postponement/cancellation

- 1 The client must notify **Sally Ann's Cakes** if there is any change in the date of the event or complete cancellation.
- 2 if the postponement occurs before 14 days of the event no penalty will be charged.
- 3 If the postponement occurs after 14 days prior to the event, the client will be charged a £50 fee.
- 4 If a postponement date occurs the revised date should be in mutual agreement with **Sally Ann's Cakes** and the client prior to acceptance

Terms and conditions continued.

- 5 If a cancellation occurs 60 days prior all money will be returned minus the deposit to secure the date.
- 6 If a cancellation occurs after 60 days prior to the event 50% will be refunded excluding the deposit paid.

Changes to order

- 1 Any changes to the order must be submitted 30 days in advance.
- 2 There will be no changes allowed after 30 days before the event.

Design of the cake

- 1 **Sally Ann's Cakes** will follow the client's requests closely to create the exact cake desired.
- 2 **Sally Ann's Cakes** cannot duplicate an exact copy of another cake artists work but ensure **Sally Ann's Cakes** design is similar.

Serving amount and sizes

- 1 Serving size estimations are not guaranteed to be exact
- 2 **Sally Ann's Cakes** is not responsible for a shortage of cake if the slices are cut too large.

Allergy & Dietary warnings

- 1 **Sally Ann's Cakes** baked goods may have come into contact with the following ingredients:
 - Nuts
 - milk
 - wheat
 - eggsor any other cake related ingredients.
- 2 Natural dyes, artificial dyes, artificial flavourings, artificial sweeteners, artificial colours and other allergens not listed.
- 3 The client is responsible for pointing out to guest's potential allergy hazards.

Ornaments & Special equipment

- 1 A deposit of £20 is required for all rented equipment.
- 2 The rented equipment must be returned within 14 days of the event.
- 3 The returned equipment is evaluated, and a refund of the deposit is based on the condition of the item/s.
- 4 All Personal items supplied must be submitted to **Sally Ann's Cakes** at least 14 days prior to the event.

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Delivery & setup

- 1 There is a delivery charge of £ **
- 2 **Sally Ann's Cakes** is not responsible for tardiness if the venue is changed within 48 hours of the event.
- 3 The client may pick up the cake. The client assumes liability once it passes into the client's possession.
- 4 The client is responsible for providing a suitable environment for the cake (away from heaters, vibrations, people, suitable surface, suitable outdoor setting)
- 5 If the client collects the cake the client must sign a waiver to ensure the condition of the cake is satisfactory.
- 6 Once the waiver is signed **Sally Ann's Cakes** is not responsible for the cake collapsing, melting or pokes etc...

Photographs

- 1 **Sally Ann's Cakes** reserves the right to use all photographs of the cake for advertising purposes.