



## TERMS AND CONDITIONS

Please find below our terms and conditions. You should read them carefully and print out a copy for your future reference. Please note that our commitment to customer satisfaction and our reputation is of utmost importance to us and we will always endeavour to help.

By paying your deposit it will be deemed that the terms and conditions are understood and accepted as applying to your order.

### ABOUT US

[www.WickyWooWooCakes.co.uk](http://www.WickyWooWooCakes.co.uk) is a website operated by WickyWooWoo Cakes - Emma Wickens ("we", "us", or "our"). Our trading address is WickyWooWoo Cakes, 1 Kiln Lane, Lindfield, West Sussex, RH16 2SZ.

### YOUR QUOTATION AND ACCEPTANCE

You will receive a quotation detailing your wedding cake or celebration cake design and all relevant information via email. Please confirm by signing and returning this to us with your non-refundable deposit.

All orders are subject to acceptance by us and we will confirm acceptance of date via email and send you a receipt for any monies paid.

All prices are non-negotiable and priced according to your exact design and the size of your cake.

### PORTION GUIDE

Our portion guides are intended as a guide only. This will vary dependent upon how the chef/venue cuts the cake.

### DEPOSIT AND PAYMENT

The price of your cake will be detailed in your quotation and any delivery charges (set up of your cake is included) will also be shown. Full payment is due in cash or cleared funds (cheque or bank transfer) at least 6 weeks before the delivery or collection date as shown in your quotation for wedding cakes and on or before collection of your celebration cake.

Prices are liable to change at any time, but any changes will not affect orders which we have already accepted.

Dates will be held once your deposit is received.

Quotations should be accepted within one month or will lapse.

## **FRESH FLOWERS**

If your cake requires fresh flowers, then these are not included in the price, however we are happy to liaise with your florist. Please note WickyWooWoo Cakes are not responsible for any problems with your fresh flowers. We cannot take responsibility for any damage rendered to the cake caused by a floral arrangement if it was implemented by your florist, but we are happy to 'dress' your cake with the floral arrangements ourselves.

If fresh flowers are used, the cake will be set-up as late as feasibly possible to ensure their freshness throughout the day, but depending on the varieties used & the weather conditions at the time, it may be necessary to cut the cake relatively early on in the proceedings to ensure their freshness for the photography.

## **ALTERATIONS AND CHANGES**

Each cake is made individually by hand, so although every effort is made to ensure consistency, a small amount of variation may occur from the design requested / picture supplied.

Changes to the design, specification and flavour of your cake can be made up until 2 weeks before your wedding date. Please call to discuss any alterations and price implications that a change may create. Any changes must be specified by you in writing. Please either email [emma.wickens@hotmail.co.uk](mailto:emma.wickens@hotmail.co.uk) or write to us at WickyWooWoo Cakes, 1 Kiln Lane, Lindfield, West Sussex RH16 2SZ. Please note that any alterations may increase the price of your cake. This will be confirmed by us to you in writing.

## **DELIVERY OR COLLECTION**

We can happily quote for and deliver your wedding cake to most parts of the South East and set-up of your cake at the venue is included in the delivery price. We prefer to deliver and set-up your cake by Midday on the agreed delivery date, however we can be flexible with this if agreed in advance.

Please let us know if you wish to collect your cake. All cakes can be collected from our Lindfield kitchen and will be carefully packaged in a heavy duty box. Please do let us know when you will be arriving so that we can have it ready for your arrival.

You (or a representative nominated by you) will be asked to sign a confirmation form upon collection or delivery and set-up of the cake. Please note that we cannot be held liable for any damage made to the cake after this time; including transportation, storage or inadequate placing after delivery.

Full payment must have been received by us in cash or cleared funds to ensure that your cake is available for collection or delivery.

## **CAKE SETUP**

It is the clients' responsibility to ensure arrangements are made for the cake table, linen, cake stand & knife, which should all be set-up prior to our arrival. If any delay is incurred due to these not being set-up, we reserve the right to charge for any delay incurred (labour / time costs at £20 per hour). Alternatively please arrange for the cake to be left with the event manager to assemble / move into position as appropriate. Please take extra care to ensure a stable cake table is available if you are having a marquee wedding, as surrounding floorboards can easily rock the cake once stood on.

## **HIRE OF CAKE STANDS / ACCESSORIES**

If you would like to hire a cake stand or decorations, then a deposit is required prior to release.

Deposit amounts vary dependant upon the value of the item being hired.

Please make arrangements to ensure items hired are safely returned to us within 7 days of the cake release.

Once we receive the hired item back we will release the deposit held subject to no breakages etc.

## STORING YOUR CAKE

After delivery or collection, you must ensure that your cake is kept out of sunlight and at room temperature. Cakes with sugarpaste should not be put in a refrigerator. Care should be taken to put cakes in marquees as close to guest arrival time as possible as marquees become very warm on hot days.

Stacked cakes will be supported by plastic dowels which should be removed prior to serving. Any elements of your cake which are not edible will be clearly highlighted on your confirmation form. We ask you to take responsibility for ensuring these are removed prior to serving as we cannot take any responsibility for the non edible items once the confirmation form has been signed.

## FOOD ALLERGIES

Please notify us if there are any allergy sufferers within your party. Our cakes are produced in a kitchen where nuts, flour (gluten) and dairy products are used. We cannot guarantee that traces of these ingredients will not be in a cake.

## CANCELLATIONS

You may cancel your order by writing to us any time up to 1 month before the delivery or collection date. Any monies already paid will be refunded less your 25% (or minimum of £100) non-refundable deposit within 1 month.

If you cancel your order less than 1 month before the agreed delivery or collection date the full quoted price will become immediately due for payment.

## OUR LIABILITY

Our liability to you is limited to the price of the cake and we cannot be held responsible for any indirect losses which may happen as a consequence of any breach by us of these terms however arising. However, this does not include or limit in any way our liability for any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability.

## EVENTS OUTSIDE OUR CONTROL

We cannot be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these terms that is caused by any act, event, non-happening, omission or accident beyond our reasonable control.

## REVISIONS TO THESE TERMS AND CONDITIONS

We have the right to revise and amend these terms and conditions. However, you will be subject to the terms and conditions in force at the time that you place your order with us.

## LAW AND JURISDICTION

These terms and conditions will be governed by English law.