

TERMS & CONDITIONS

All Cakes made by 'For Goodness Cake Ltd' are subject to the following terms and conditions and are detailed below:

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

Delivery

Delivery charges are calculated on mileage and rounded up to the nearest half mile. The charge will be applied for a round trip to and from the destination and will be added to your final price at the time of quotation. Delivery is charged at £0.50p per mile from the company address. Alternatively cakes can be collected from our premises. Cakes are to be collected at a prearranged time and date only.

DEPOSITS & PAYMENT

A non-refundable 50% deposit (total of the cake & delivery price) is required in order to secure the commission of your cake and chosen date with 'For Goodness Cake Ltd'. Cheques are accepted for the deposit and should be made payable to 'For Goodness Cake Ltd' but cannot be used as payment method for the final payment. Payment can be made by bank transfer using the details below

Natwest Bank,

Sort Code 55-50-15

Account no 59525584.

Please email sian@goodness-cake.com confirmation of transfer to confirm receipt of payment.

Final payment for your wedding cake is required no later than 3 weeks before the date of your wedding. It is your responsibility to remember to send this payment, as a reminder is not sent.

Final payment for your celebration cake can be made on the day of collection (Same day bank transfer or cash).

If full payment is not received and cleared in our account before cake collection / delivery then the order will not be released.

CANCELLATION

If cancellation of an order takes place we reserve the right to retain your non refundable 50% deposit. If cancellation takes place less than 7 days before the event then we reserve the right to seek 100% of the order value.

Cancellation must be made in writing (by letter or email) to 'For Goodness Cake Ltd' 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 (see above).

We reserve the right to cancel the booking and should this be necessary then we will refund any money taken in full.

ALTERATION & CHANGES

It is your responsibility to read & check the quote thoroughly; any amendments to design 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 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 warn us when you pay your deposit if you are undecided on the design.

We reserve the right to change the design at any point if circumstances beyond our control, may compromise the quality of the finished cake, e.g. Melting due to weather.

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.

FLOWERS

If your cake requires fresh flowers, then these are not included in the price. We can work with your florist but expect you to make all the necessary arrangements with the florists. Please note 'For Goodness Cake Ltd' 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 that was implemented by your florist.

If fresh flowers are used, the cake will be set-up as late as feasibly possible to ensure their freshness throughout the day.

ALLERGIES & SPECIAL DIETARY REQUIREMENTS

SPECIAL DIETS

Please discuss with us if you or any of your guests have special dietary requirements. Cakes can be made gluten free / egg free and alcohol free.

Please be aware that although ingredients such as nuts can be removed from the cakes, they are still used in our kitchen so we cannot guarantee that any of our cakes are completely free of them.

NON-EDIBLE ITEMS

Some cakes may contain small proportions of inedible items, e.g. support dowels in tiered cakes, ribbon, cocktail sticks, wires in sugar flowers etc and you will be advised of any such items. It is the client's responsibility to ensure these are removed by your caterer/guests before consumption.

DELIVERY CONDITIONS

Delivery charges are calculated on a mileage. 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 prior to the start of your event. 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, we may recommend the cake be delivered 1 day in advance. It is your responsibility to ensure you inform us of your correct ceremony and event time plus the postcode of the venue. In the unlikely event of late delivery, the maximum compensation will be a refund of the delivery price.

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

If you chose 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; we highly recommend you check your wedding insurance covers cake damage. To ensure your cake is as fresh as possible, we recommend it be collected the day before the wedding.

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.

CAKE SETUP

For Goodness Cake are happy to liaise with your venue to ensure arrangements are made for the cake to be set up. However, For Goodness Cake cannot accept any responsibility for equipment provided by your venue, e.g. table, cake stand, knife etc

STORAGE & CONSUMPTION

Sugar paste (the soft icing covering the cake) should NOT be refrigerated. Cakes with this icing should be stored in a cool dry place, preferably in the box they were supplied in. To store in a refrigerator may cause colours to run. Refrigeration also accelerates the staling of the flour in the cake.

DAMAGE

Please remember that cake decorations are very delicate items, and we cannot accept responsibility for damage that is done 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 advise us and request a repair, which will be costed accordingly, including transport costs if appropriate.

ORTION GUIDE

The portion guides are intended as a guide only. This will vary dependent upon how the cake is cut.

BEST BEFORE DATE / STORAGE CONDITIONS

Your cake is baked to ensure it is fresh for the date of your event, we cannot guarantee its quality if it's consumed more than 48 hours after the event. Our cakes are made entirely of natural ingredients, so we'd like to remind you that because of this they will not have the extended shelf life of most supermarket cakes, which contain additives and preservatives to ensure their prolonged life.

If you plan to keep any of the cakes tiers, please advise us what cake boxes you would like to be left on site (so that you can safely transport them the following day). Otherwise we shall remove all cake boxes from the venue to ensure we leave it as tidy as possible.

HIRE OF CAKE STANDS / ACCESSORIES

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

Deposit amounts vary dependent 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.

COMPLAINTS

If you have concerns about your cake, please notify us upon collection / delivery of the cake so that we have the opportunity to rectify it in time for your event. All other concerns should be made in writing, and evidence of the fault should be included. No refunds are given due to change of mind.

In the unlikely event of late delivery, the maximum compensation will be a refund of the delivery price. 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.

Refunds are at the discretion of For Goodness Cake Ltd.