

BAKE WORKS

artisan cake studio

TERMS & CONDITIONS

BOOKING YOUR CAKE

To secure your booking with Bake Works, we require

- a non-refundable booking deposit of 50% for celebrations cakes
- a non refundable deposit of £100 for wedding cakes
- full payment for orders up to £60.

Your date is not secured and your order is not confirmed until we have received the booking deposit/payment.

All quotations will be sent via e-mail and are valid for 2 days from date of issue. After this time, please enquire again as availability might have changed.

REMAINING BALANCE

For celebration orders, the remaining balance must be paid in full no later than 7 days before the date of delivery/collection.

For wedding orders, the remaining balance must be paid in full no later than 2 weeks before the date of delivery.

CANCELLATIONS

All cancellations must be made in writing. If for any reason you have to cancel your booking, the booking deposit is non-refundable.

For cancellations of wedding orders, with less than 2 weeks' notice, the full payment (including the booking deposit) is non-refundable. For cancellations of celebrations cakes and all other orders, with less than 1 weeks' notice, the full payment (including booking deposit) is non-refundable.

WEDDING INSURANCE

We cannot express the importance of you looking into wedding insurance. It is of course your decision if you wish to take an insurance policy out or not.

DELIVERY AND SET-UP

We are happy to deliver your cakes at an extra charge. This will be included in your initial quote.

Once the order has been delivered and set up you are responsible for it and we will not accept any responsibility for any loss or damage arising. If the cake is moved after set up, Bake Works will not take any responsibility for any loss or damage arising.

If you request that we leave your cakes somewhere or with someone, this is your responsibility. We will not be liable if they do not arrive with you safely after we have handed them over.

COLLECTION

In case you decide to collect your cake, you are responsible for it and we will not accept any responsibility for any loss or damage arising after the cake has been collected.

You will be allocated a 30min time window for collection. In case of delays, a £10 late fee will apply. The cake cannot be handed over unless this late-fee is paid in full.

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POSTPONEMENTS

If you wish to postpone your booking date for any reason, you must request this by email, and we will check our availability. A £20 postponement admin fee would apply. All deposit payments would then be transferred to the new date and any items listed in the invoice, provided they are available.

In the event that Bake Works are not available for the postponed Wedding/Event date, our cancellation policy (above) remains.

Postponements are available up until 4 weeks before the scheduled event date, after this, dates are non-transferable and final balances for the original dates are payable.

FINAL DESIGN

We will create your orders exactly as written throughout correspondence and in the confirmation email/phone consultation. Please double check that it is detailed as you require.

By paying your final invoice, you are confirming that what is detailed on the final confirmation is exactly what you want us to provide.

ALLERGIES

We cannot guarantee that any of our products do not contain any substance that may cause some form of allergic reaction. You are responsible for advising your guests of this and we will not accept any liability for any loss, damage or injury from exposure to anything which might cause an allergic reaction. This may include, but without limitation, nuts, nut products, alcohol, dairy, wheat, sulphates or colouring.

You should also note that some decorations are not edible (fresh flowers, wires, ribbons, pins, jewels, boards, etc). You are responsible for advising your guests of this and we will not accept any liability for any loss, damage or injury arising from any such exposure.

A dietary list of ingredients can be provided to you if required. This must be requested a minimum of 2 weeks before your event. If a venue require a list of ingredients this is to be requested via you and not the venue.

Our products contain gluten, wheat, dairy, eggs and may contain traces or decorations containing nuts unless otherwise stated.

We are willing to accommodate for certain allergies however, please consider this is a working kitchen full of a wide range of ingredients. We will use the correct ingredients for your allergy but we cannot guarantee it will be free from that particular requirement due to the kitchen it is baked in. We accept no liability for customers suffering allergic reactions from eating our cakes.

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OUR INGREDIENTS

The following ingredients are used in our standard cakes and cupcakes:

Plain Flour, Butter, Caster Sugar, Eggs, Milk, Buttermilk, Flavourings (if requested), Icing Sugar, Cream, Whitening, Food Colouring (if required), may contain traces of nuts.

The following ingredients are used in our cookies:

Plain Flour, Butter, Caster Sugar, Eggs, Fondant icing (for decorating), may contain traces of nuts.

THE FINE PRINT

Bake Works do not hold any responsibility for adverse weather conditions affecting access to any venue. Bake Works will give every attempt to get to the venue only when it is deemed safe.

Bake Works cannot be held responsible for 'Acts of God' (fire, flood, etc), government advice, pandemics, labour disputes, failure of electricity supply and any other unforeseeable circumstance that prevent the promise of its services.

Bake Works reserve the rights to review and update the Terms and Conditions periodically.

PRIVACY

The privacy and security of your information is important to us. This Privacy Notice explains the types of personal data we may collect about you, how we use it, who we share it with and how long we keep it for.

This privacy policy may change from time to time. We will not explicitly inform our clients or website users of these changes. Instead, we recommend that you check this page occasionally for any policy changes.

To enable us to provide you with the right product or service to meet your needs, we collect personal information from a number of sources including our website contact form, our subscribe form, our shop platform, wedding shows and events.

The personal data we collect is made up of some or all of the following: name, email address, phone number, contact address, dietary requirements. Your personal data is only used to carry out the services we offer.

Whenever we collect or process your personal data, we will only keep it for as long as is necessary.

We do not share personal data with any third parties, bodies or organisations.

Under Data Protection Law you have the right to request details of any personal information that we hold about you and for this information to be disregarded.

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COMPLAINTS

In the event you are not happy with your cake, please email me on hello@bakeworks.co.uk and we can discuss the issue further.

If you are dissatisfied with any decision or policy that we have made, please contact me so we can explain how that decision or policy was reached.