



Terms and Conditions

Please read these terms and conditions carefully and print out a copy for your records. Nothing contained within these terms and conditions affects your statutory rights as a consumer.

Our commitment to customer satisfaction is of utmost importance and we will always endeavour to help so if you have any queries please do not hesitate to contact us.

Quotation

All quotations are valid 7 days from the date they are provided. Your quotation order form will confirm your date, basic wedding cake/celebration cake design and information.

Further discussions about the design, flavours, sizes, sketches and colours can be discussed up to 6 weeks before the date the cake is due so it is recommended to book your cake to secure the date especially in peak summer months and discuss finer decoration details at a later date.

Deposit

All wedding and celebration cake orders require a non-refundable deposit of £50 to secure your booking and date. Cake bookings with less than 4 week's notice require the full cost paid of the cake at time of booking.

Final Payment & Non-Payments

The final balance of your wedding/celebration cake must be paid by BACS at least 4 weeks prior to your wedding date and the full amount is stated on your order form.

In the event that no payment has been made the order will not be completed until payment is made in full. Subsequent completion of the order will be subject to availability and cannot be guaranteed. We can accept no responsibility for any loss or for non-delivery under these circumstances. The customer will be responsible for the payment of any additional charges which have been incurred as a result of payment failure.

Cancellations

A £50 deposit is paid in order to secure your order and event date therefore always non-refundable.

As a small business we can only take on a limited number of bespoke wedding cake orders per month. We decline orders once a date is secure to ensure we can dedicate a certain amount of time on your wedding cake therefore a cancellation results in a loss of earnings. We also purchase equipment, tools, cutters, moulds etc in advance, spent time researching your design, techniques, creating a sample box, consultation, sketch and premade handmade sugar decorations. For these reasons in the event of cancellation our policy is as follows...

0 - 4 weeks from the delivery date – 100% of the total cost will be invoiced
4 - 8 weeks from delivery date – 50% of the total cost will be invoiced

We highly recommend you take out wedding insurance to cover all eventualities. All requests for cancellation must be made in writing by e-mail. In the event that your wedding cake has had to be re-scheduled please contact us to discuss options. Communication is important and we will work hard to try to accommodate you and transfer your booking to an alternative date if we have availability.

Alterations and Changes

Changes to your wedding design, specification and flavours of your cake can be made up to 6 weeks before delivery. All alterations must be put in writing to lucielovestobake@gmail.com and agreed by us. Some alterations can cause the price to increase or decrease which will be discussed with you.

Design

Whilst we will endeavour to match designs and colours provided all cakes are handmade and therefore slight differences naturally occur. As a handmade product no two cakes can ever be identical and small flaws or imperfections do exist with any handmade and food product. We reserve the right to use our artistic judgment when designing and creating your cake and may need to adjust your design accordingly. If we should have to alter the design a lot we will discuss this with you first.

Photographs

We photograph every cake and we reserve the right to use any photographs for display or promotion without compensation to you.

Diets/Allergens

All wedding cakes contain no dairy, eggs or animal derived ingredients.

Please be aware all cakes are prepared in a working kitchen which handles and stores common allergens and uses ingredients which 'may contain traces' therefore we do not recommend ordering if you have an allergy to any of the most common 14 allergens. (List of common allergens - <https://www.food.gov.uk/science/allergy-intolerance>)

Although we do not recommend ordering if you have a severe food allergy (e.g. severe nut allergy) we do cater for customers who have mild intolerances or follow a diet based on excluding ingredients based on their beliefs (e.g. vegan). We always handle with care and have undertaken extra allergen awareness training to reflect this however we can never guarantee no trace of an ingredient nor take responsibility for other products labelled free from used (e.g. gluten free flour, dairy free spread etc).

It is your responsibility to inform us of any people with allergies and we welcome you to have a chat with us to discuss any questions you have too. We are always happy to share more information about ingredients used and help as much as possible. By law we always issue the venue with a full allergen breakdown for wedding cakes and also to the customer for celebration cakes.

Best Before Date / Storage

Your cake is designed and baked to ensure it is fresh for the date of your event, we cannot guarantee its quality if it's consumed after the event. Our cakes are made with natural ingredients so we do not add any additives or preservatives to extend the shelf life such as a supermarket cake.

Freezing the cake can preserve any left over and we recommend wrapping twice with cling film and once with tin foil to avoid freezer burn. Please bear in mind that it will affect the visual appearance of the icing, as condensation will form upon defrosting.

Sugar paste cakes should not be refrigerated, as it will cause condensation to form on the surface of the icing, ruins colours, pipe work, edible lace and any sugar flowers or models

Non-Edible Decorations

If fresh flowers are to be used on the cake it is the responsibility of the florist to determine flower safety and safe food practices. You acknowledge that fresh flowers are not a food product, and may contain pesticides, insects, dirt, or other contaminants. Other non-edible decorations such as plastic dowels in tiered cakes, ribbons or wires in some sugar flowers must be removed before serving or eating and each item will be listed on the delivery note signed by yourself or the venue.

Wedding Cake Delivery and Set Up

We pride ourselves in being experienced at delivering wedding cakes, setting up at your chosen venue at its best and never had any issues. We take a short video clip and photograph your wedding cake from all angles before leaving your cake and we require a signature from the venue to confirm the cake has been delivered and in good condition.

We are not responsible for any damage to the cake after setup has been complete (e.g. venue moving the cake, children knocking the cake etc). You are responsible in organising a secure table and environment for the cake. Wedding cakes are very heavy and require a level, safe and sturdy table with no direct sunlight or hot conditions.

We don't recommend naked or semi naked cakes during the very hot summer months and cannot take responsibility if the wedding cake needs to be cut earlier due to heat. We always fridge naked/semi-naked wedding cakes prior to delivery to make sure they are firm when transported and assembled at the venue.

Cake Collection

Celebration cakes which are collected must be collected at a pre-arranged time. A signature is required upon collection confirming that you have received your order in good condition, happy with the design and confirm that Lucie Loves To Bake cannot be responsible for any damage once left the premises. If a tiered cake is collected we stack and dowel all our cakes correctly and we highly recommend you never travel with a cake on someone's lap or a passenger seat but only a flat surface such as boot.

Complaints

We have never had a complaint since being in business since 2014 and pride ourselves on a professional yet very personal friendly service so welcome you to contact us with any queries and would take a complaint very seriously. If you have concerns about your cake, please notify us upon collection / delivery of the cake before signing the disclaimer to say you are satisfied so we have the opportunity to rectify any issues.

In the unlikely event you would like to make a complaint we will require the product back for further investigation therefore an immediate refund may not always be possible. Cakes, or part of cakes, must be returned within 24 hours to ensure we are able to fairly assess the nature of the complaint. The cake must have been stored at the correct temperature and in the box we supplied, out of the sun and away from damp conditions or heat.

Refunds will be given on the basis of the cake being inedible and cannot take responsibility for such examples of personal taste, ordering too much cake or customers who have simply changed their mind. All refunds are at discretion of Lucie Loves To Bake and the maximum refund we offer is the value of the cake and further compensation is not available.

In the very rare and unlikely event that Lucie Loves To Bake is unable to fulfil your order due to circumstances beyond our control (e.g. car accident, poor road conditions, ill health, act of God). We cannot be held liable for more than the cost price of ordered cake and a full refund will be given.

Extra Information

Miss Lucielle Rumsby at Lucie Loves To Bake
07770712899
lucielovestobake@gmail.com
www.lucielovestobake.com

Insurance info for wedding venues - Public liability insurance up to 5 million, policy number: 20005669
Food hygiene registered with East Dorset District Council with the maximum 5 star food hygiene inspection rating in 2017
Up to date food hygiene certificates and additional allergy training certificate