

## Terms & Conditions

Please read the information below. Upon placing an order with Victoria Jane Bakes.. you agree to the following Terms and Conditions.

### Deposit & Payment

A 50% deposit is required to secure all event dates and orders, This is non-refundable and non-transferable should you cancel your order for any reason.

The balance of your order is due before or on collection. The balance must be paid in cash when collecting your cake, Please note that we do not accept cheques for the balance on collection. Payment can be made via Paypal or bank transfer if preferred but must be previously arranged and received before collection.

### Alterations

We are happy to make alterations to the size/design of your cake and order up to three weeks prior to your event date. If ordering cupcakes or mini cakes you may also alter the amount of your order.

Any changes to the design will result in a new quote.

Please ensure you order a cake of sufficient size for the number of guests, portion advice can be found on our website and if you have any questions regarding your order please call.

### Cancellation

All deposits are non-refundable and non-transferrable.

In the unlikely event that we are unable to fulfil your order due to circumstances beyond our control, we will try to find you an alternative. If there is no suitable alternative available then all deposits and monies paid will be refunded.. The maximum refund we offer is the value of the cake. Further compensation is not available.

### Cake Storage

All cakes should be stored in a cool place in the box provided. Never put cakes in the fridge. Humidity is not good for cakes - please bear in mind that very hot humid conditions can adversely affect the decorations. If these are the weather conditions at the time of your order we will do everything we can to minimise any potential problems but ultimately we do not take any responsibility for damage to the cake once it has left our kitchen.

### Collecting Your Cake

Collection is always preferred. Delivery is not included in the price of your order unless previously agreed. Your cake will be boxed and ready for transportation.

We will advise you on collection of the best way to transport your specific cake but in general terms all orders should be placed in the boot of your car on a flat surface ensuring there is

nothing loose in the vehicle that can move and fall onto the cake. If you have a piece of non-slip matting to put under the box then all the better.

If the boot is not an option then the front passenger footwell is the next best place. Please do not place the box on a car seat or strap it in with a seatbelt.

All orders are collected and transported at your own risk. We do not take any responsibility for any damage that may occur to the cake once it has left our kitchen.

## Photographs

We take photographs of all our cakes, these are our images and we reserve the right to use these images on websites, promotional material and social media sites without your prior consent. Photographs of your cake will never be published prior to your event.

## Dietary Requirements/Allergies

Nuts are frequently used and stored in our kitchen however not all our cakes contain them. We do use ingredients that have nut warnings on the packaging and every care will be taken to ensure there is no cross-contamination but please be aware.

You will be advised of any allergens contained within your cake on collection and it is your responsibility to ensure that all recipients are aware of this information. We cannot be held responsible for any allergic reactions that may occur or for any ingredient that was contaminated at source.

You will be advised on collection of any non-edible elements to your cake and it is your responsibility to ensure all recipients who consume the cake are made aware.

For your peace of mind Victoria Jane bakes... is a fully registered and inspected food premises with a 5\* hygiene rating.