

## TERMS & CONDITIONS

**ORDER NO:**

**CLIENT:**

Full terms & conditions for Dalia Bakery Inc. are detailed below. By paying your deposit it will be deemed that the terms and conditions are understood and accepted as applying to your order.

### 1. Payment Conditions

A refundable 50% deposit is required in order to secure your order. Cheques are accepted for deposits. Final payment for your wedding cake is required no later than 7 days before the collection/ delivery date. It is your responsibility to remember to send this payment, as a reminder invoice is not issued. Final payment for your celebration cake and or desserts should be made no later than 3 days from the collection/delivery date (bank transfer or cash). Cheques cannot be used as payment method for the final payment. If full payment is not received and cleared in our account before cake collection/delivery, then the order may not be released.

#### 1. Cancellation

If cancellation of an order takes place 60 days before the order is set to be delivered we reserve the right to retain your refundable 50% deposit. Cancellation must be made in writing (by letter or email) to Dalia Bakery Inc. 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 endeavor to transfer your order to the best of our abilities in terms of time and date. We retain the right to cancel the booking in very unusual circumstances beyond our control, such as fire or ill health, during which we will refund any money taken in full.

### 2. Design Condition

#### 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 endeavor 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.

### Chocolate

We recommend extreme caution if you are considering a cake decorated with chocolate for a summer wedding (May-September). We cannot accept responsibility for any melting of the cake once it has left our possession, as we have no control over the environment / venue temperature. We can however advise you of designs that are less susceptible to melting and do everything within our control to reduce the impact on the cake.

### Flowers

If your cake requires fresh flowers, then it will be added on the final price. We can work with your florist but expect you to make all the necessary arrangements with the florists. Alternatively, we can pick the flowers necessary for the cake - we will add the costs accordingly. Please note Dalia Bakery Inc. is not responsible for any problems with your fresh flowers if they come through your chosen florist. 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.

**Some flowers such as Ivy are poisonous and not suitable for use on food products, you should notify your flower supplier of your intention to use the flowers on food to ensure that non-poisonous flowers are used**

### 3. Allergies

#### Special Diets

**Please let us know if you or any of your guests have special dietary requirements and allergies. We will do our best to meet them. If requested, ingredients such as nuts will be removed from the cake or dessert products. However, please note that the products may still be exposed to cross-contamination from our kitchen.**

### Non-edible Items

Most cakes contain small proportions of inedible items; it is the client's responsibility to ensure these are removed by your caterer/guests before consumption e.g. Support dowels in tiered cakes, ribbon, wires in sugar flowers, Swarovski crystals, flower picks & flower tape etc.

## 5. Delivery Conditions

Delivery charges are calculated on a mileage and time basis. 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.

## 4. Cake Setup

We setup the cake at time of delivery unless indicated otherwise by the client. It is the client's responsibility to ensure arrangements are made for the cake table, linen, cake stand & knife, which should all be set-up prior to our arrival.

## 5. Storage & Consumption

### 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.

### Portion Guide

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

## 6. 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. Freezing the cake, however, preserves the taste of the sponge and icing as much as feasibly possible.

## 7. 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 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.

## 8. 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.

**We pride ourselves on our personal yet professional service.**

**Thank you for using our services.**