

# GEMCAKES

## TERMS & CONDITIONS - 2014

**CAKES:** Cakes are designed to order, & will be based on discussions & emails with you. Any of the cakes on my website can be adjusted to suit your occasion, & if required, colours & flowers can also be changed to suit your theme.

**YOUR DESIGN ALTERATIONS:** Design alterations may be possible up to, but no later, than 1 month before collection/delivery. Further charges may apply if the new design is more expensive to create, or the previous design has already been started & incurred costs, for which you would be charged.

**GEMCAKES DESIGN ALTERATIONS:** Please note that some design alterations may be required when making your cake, especially with complex novelty cakes/models, to assist with technical challenges such as gravity, & delivery issues. It may not be possible to inform you beforehand.

**RIGHTS TO DESIGN:** The design of your cake will remain the property of GemCakes & may be used again, unless you make a specific request in writing against this, at which time your reasons will be taken into consideration. Any photos GemCakes take of your cake will be used for marketing/promotions & will be uploaded onto social networking sites such as Facebook and Twitter. The only exception to this, and where permission will be sort, is if personal information (such as a copy of a birth certificate, etc) is used in the design.

**ALLERGIES:** Please advise me of any known allergies & I will confirm whether or not I am able to accommodate these - particularly allergies to nuts. Please note GemCakes operates from a domestic kitchen.

**NON-EDIBLE ITEMS:** Please be aware that some sugar flowers contain wires & polystyrene, & models contain dried spaghetti for support. You &/or your caterer will be advised if non-edible items are on the cake. These items must be removed before serving your cake.

**LEAD TIMES:** Ideally a minimum of 1 month prior to your event date is required, though it may be possible to schedule in your order during quieter times - payment will be required in full in this instance.

**BOOKING/PAYMENT TERMS:** Your order is only confirmed once a 50% non-refundable deposit is received of your total invoiced amount. The final balance is due 15 working days prior to your event date. Preferred payment is via bank transfer/BACS. Payment by cheque, the final payment is due 1 month prior to your event date, & a confirmed booking is only made once payment has cleared. Payment in full is required if there is less than 15 working days prior to your event date.

**CANCELLATION:** If you cancel your order for any reason, you will be liable to pay for any special order/equipment items, & for any work that has been started, which is often the case with wedding cakes & large orders. The 50% deposit is non-refundable. **Please do not make full payment until the specified final payment date on your invoice, as refunds will not be possible once payment has been received.** Requests for cancellation must be made in writing/via email.

**COLLECTION, DELIVERY, SET UP:** Collection is possible from Caterham, CR3. Delivery & set up is available in the Surrey, Kent, Sussex & London areas & charges are available on request. Please note that if the cake is collected, the full responsibility for the safety of the cake is with yourself, or the person you have nominated to collect the cake on your behalf. GemCakes will not be held responsible for any damage to the cake after it has left my possession.

In the event of adverse or freak weather conditions, such as snow or flooding, it may not be possible to make a delivery to your venue. It is therefore recommended that you have wedding insurance in place to cover for this eventuality.

**STAND & KNIFE HIRE:** A stand & knife can be hired for your cake. In addition to the fee outlined on the invoice, a security deposit is required in the form of a cheque, post-dated to the date of your wedding/event. This is not banked & will be returned to you, once the stand & knife have been safely returned to GemCakes in good, undamaged condition. Hire is for 3-5 days, subject to availability. It is your responsibility to make arrangements for the return of the stand & knife, to CR3. Alternative arrangements may be made, but only by prior agreement with GemCakes.

Please notify GemCakes *immediately* if any damage has occurred so it can be dealt with and advice can be given on the best course of action. If damage is found once the stand has been returned and you have failed to notify GemCakes, the deposit cheque will be banked.

**COMPLAINTS:** GemCakes is very proud not to have received a single complaint in 5 years of business, regarding service or the quality of cakes produced. If however you do wish to make a complaint, please do so either via email: [gemcakes@gmail.com](mailto:gemcakes@gmail.com), or call 07967 190931.

GemCakes takes great pride in offering exceptional customer service, using the best quality ingredients and creating a something special and unique to you.

*Thank you*  
*Gemma*