



# Terms and Conditions

## DEPOSIT, CANCELLATION AND REFUND POLICY

- To confirm your booking, a deposit will be required.
- Deposit Amounts:
  - Wedding Cakes + Novelty Cakes \$100 deposit
  - Birthday and other occasion cakes \$30 deposit
- The balance of the quote is due in full no later than 1 week before your cake is required, unless otherwise agreed.
- Our method of payment is via Cash or Direct Deposit. Please note I do not accept cheques nor do I have EFTPOS facilities.
- Failure to make payments by the due date MAY result in your order being cancelled; please contact me asap to discuss any problems/ possible late payment.
- Payments made via direct deposit you must reference the following:
  - Name or Phone number

## IN THE EVENT OF A CANCELLATION

- All requests for cancellation must be made in writing.
- Any cancellation received will forfeit their deposit; however you may use the deposit amount as a credit within 12 months of cancellation.
- If a cancellation is made less than 5 days prior to the agreed completion date any payments made will be forfeited, unless otherwise agreed.

## DESIGN AND FLAVOUR CHANGES

- Minor changes to the cake flavour and design will be accepted up to 14 days prior to completion but are subject to availability and may incur an additional cost.
- Date Changes must be submitted in writing and the new date is subject to my availability.
- Any updates to your order must be submitted in writing.
- Whilst all care is taken to complete your order as specified- Factors including but not limited to, weather and supply unavailability (including personalized toppers) may result in design changes. Design changes are at Tracy's Cakes discretion. All cake designs are subject to artistic license, and should I need to make such changes they will be to the betterment of the overall design and look of the cake.



- In the event that an agreement not be reached on changes to the revised cake design, the normal cancellation procedure is applicable.

## **CORRESPONDENCE**

All endeavours will be made to reply to your correspondence but please understand that in peak cake season there is a large influx of enquiries, messages and work load. Please contact me via phone and your questions will be answered ASAP.

## **SUPPLYING YOUR OWN DECORATIONS**

- Any figurines supplied for your cake, must be able to be easily attached and stable.
- All items supplied for your cake, must be clearly marked with your name & date.
- Any items which do not meet hygiene and food safety requirements will be unable to be used.
- If you are supplying flowers to be placed on the cake, they must be fresh and of good quality or they may not be used.

Please don't hesitate to call me or to pass on my details to your florist if you have any questions.

## **ALLERGIES & FOOD SAFETY**

Tracy's Cakes will not be held responsible for any allergies.

- Unless it is specified otherwise on your order, my products may contain or come into contact with dairy, wheat, nuts, soy, and other allergens. It is the client's responsibility to inform their guests of any risks.
- We operate out of a council approved kitchen, where all hygiene and food safety practices are upheld.

## **SET UP & DELIVERY**

Set up and delivery is subject to availability, charges for delivery may apply & will be subject to location of venue.

- The Cake table needs to be level, stable, and ready for cake placement
- Depending on the weather and your venue will determine the time of your delivery.
- You are welcome to collect your cake by prior arrangement.
- If you or your representative elects to pick up and set up the cake, you assume all liability and responsibility for the handling of the cake once it leaves my possession.



## **STORAGE**

Where cakes are covered in fondant (or have sugar paste figurines), these should not be refrigerated as this may cause the icing to run due to condensation.

Storage of these items should be in a cool dry dark place out of direct sunlight & away from heat.

## **NON-GUARANTEE**

Tracy's Cakes cannot be held responsible for any damage to the cake or products once they are delivered and in the care of a client or the venue. Where a client elects to self-transport we are not responsible for any damage that may be caused during transportation.

In the event of an emergency eg: Accident, Illness, Death and Tracy's Cakes cannot fulfill an order, all monies paid will be refunded & where possible help to arrange another decorator will be provided.

## **STAND HIRE**

Stand Hire is available on our range of Wooden, Silver, Pedestal & Tiered Stands.

A hire fee & bond is charged, unless otherwise agreed.

The stand must be bought back in its original condition to receive the bond back.

The stands need to be back by Wednesday the week after the function at the very latest, as they may need to be used on that weekend. Any breakages must be reported immediately.

## **PHOTO USAGE**

Tracy's Cakes reserve the right to use any photos we take of your creation for any media related activities such as our website, Facebook or advertising.

**By signing this booking form you agree to the above terms and conditions.**

Client Name: \_\_\_\_\_

Date of Event: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Office Use      Date Received: \_\_\_\_\_      Date Deposit Paid: \_\_\_\_\_