

# **CAKES & STUFF PRIVACY POLICY, TERMS AND CONDITIONS**

## **PRIVACY POLICY**

At **CAKES & STUFF**, we value your privacy and are committed to protecting your personal information. Any information we collect from you is used only for the purposes of providing the services offered, to facilitate order processing for purchases in the future, as well as to contact clients about new ranges and other promotions we may have.

We collect your name, contact details or email address and physical address, which are used to fulfil your order. We will not sell, trade or rent your information to anyone.

By entering your email address to any part of our website, you accept to receive updates and promotions from **CAKES & STUFF** occasionally. If you do not wish to receive this information, please email us to remove you from receiving these communications in the future.

## **TERMS AND CONDITIONS**

By accepting this cake agreement and paying a deposit, you agree to be subject to these Terms and Conditions.

Please read the following Terms and Conditions carefully before placing your order with **CAKES & STUFF**. By using the **CAKES & STUFF** service, you agree to be bound by these Terms and Conditions. We reserve the right to refuse the sale of goods or services or to cancel an order under certain circumstances. Please be aware that all photographs taken of your cakes prior to delivery remain property of **CAKES & STUFF**.

### **DEPOSIT AND PAYMENT**

To confirm a booking, a 30% deposit via bank transfer is required within two days of a quote being issued. Production will only commence after a deposit has been received. Once the deposit has been paid, the quoted price remains fixed to the details in the quote.

The balance of payment is due via bank transfer one (1) week prior to delivery. If your order is placed within one (1) week of the event, full payment will be required.

### **CANCELLATIONS/CHANGE OF DATE**

If you wish to cancel or reschedule your order, please do so at least fourteen (14) days BEFORE your booking. Any rescheduling of dates will be subject to availability. If we are unable to accommodate your new change of date, we will honour your deposit/payment as a credit that can be used within a 24-month period.

If your cancellation is within the fourteen (14) day period, you will be required to forfeit your deposit.

Cancelling the week of the event, and expecting a refund, will not be an option at this late stage. Please be mindful, many hours go into the creation of a cake. Quite often the sugar/fondant work is created in advance. If the cake is not yet complete, we may be able to give a "partial" credit/refund.

## **CANCELLATIONS, OR CHANGES DUE TO COVID**

If you are currently booked with us and wish to reschedule or downsize your order due to Covid, then we will happily take care of this for you, with no penalty. If you are not able to do this, and wish to cancel completely, then you are welcome to a full refund. However, we require at least fourteen (14) day notice for this option.

## **CHANGES**

We ask that all changes are made prior to the fourteen (14 day) cut off period. Thank you for your understanding.

## **STORAGE**

Fondant (the soft icing covering the cake or used as decoration) is not designed to be refrigerated and as such cakes with this icing should be stored in a cool dry place, preferable in the box they were supplied in. Refrigeration may cause colours to run/bleed. Please keep all cakes and figurines out of direct sunlight. Failure to store the cake correctly may result in colours fading, cracks or melting.

## **DAMAGE**

If for some reason the cake has been damaged when it has left our premises (whilst in your care), or after delivery to the venue, then we take no responsibility. However, if you request an emergency call-out, we will endeavour to restore the cake to its original presentation, at an agreed call-out fee.

## **AGREEMENT TO TERMS & CONDITIONS**

By proceeding with a purchase, you are in agreement with our terms and conditions as stated above.