



Charlotte's Cake Company

18 CLIFDEN ROAD
BRENTFORD
TW8 0PF
07946 136 204
CHARLOTTECAKECOMPANY.COM

TERMS AND CONDITIONS

These terms and conditions are between you and Charlotte Parkinson, owner of Charlotte's Cake Company. By placing paying a deposit/full payment for a. cake you are agreeing to the terms and conditions outlined below.

Payment

Celebration cakes and cupcakes:

When you place an order for either a one-tiered celebration cake or 24+ cupcakes, a non-refundable deposit of 50% of the total cost will be required to secure the date.

The full balance for one-tiered celebration cakes and 24+ cupcakes is due 5 days before the event date.

For orders of 12-24 cupcakes or any last minute orders, the full balance will be due on ordering.

Wedding cakes and large celebration cakes:

When placing an order for a wedding cake or a tiered celebration cake, a non-refundable deposit of 25% of the total cake cost will be required to secure the date.

The full balance for wedding cakes or tiered celebration cakes is due 2 weeks before the event date.

Delivery

Delivery locations and charges

I can deliver to all London postcodes, calculated on an individual basis. This will be agreed with you at time of ordering.

Collection

Cakes can be collected free of charge by prior arrangement.

Responsibility for cake

Cakes delivered by me are my responsibility until they arrive at your venue, at which point I take no further responsibility for any damage caused to the cake.

Cakes that are collected are your responsibility as soon as they leave the threshold of 18 Clifden Road.

Cancellation rights and refunds

Deposits:

Deposits collected for cake orders are non-refundable. If you need to cancel your order after the deposit has been paid, I will retain the deposit.

Cancellations up to two weeks prior to the event:

If you have paid in full but decide to cancel your order up to two weeks before the event, I will retain the deposit and refund the balance.

Cancellations up to one week prior to the event:

If you have paid in full but decide to cancel your order up to one week before the event, I will retain the deposit and refund 50% of the balance.

Cancellations within one week of the event:

If you have paid in full but decide to cancel your order within one week of the event you will receive no refund and I will retain full payment.

Cancellations due to COVID-19:

If you need to cancel your order because of issues directly related to COVID-19 (outlined below), first and foremost I will work with you to try and rearrange your order for a later date. If this is not possible, I will offer a full refund. This will apply in the following circumstances:

- The government imposes a lockdown that covers my premises at 38 Brouncker Road and means I am unable to fulfil your order.
- The government imposes a lockdown that covers the location of your event venue and you have to cancel the event.
- The government introduces restrictions on the provision of edible products.
- The government introduces restrictions that mean weddings or other large events are not permitted to go ahead on your event date.

Allergy information and dietary requirements

While all efforts will be made to avoid contamination with allergens, I cannot guarantee that cakes will be made in a nut-free environment. If you have dietary requirements, these should be outlined at the point of ordering and will be discussed in detail with you before payment is received.

Non edible elements

Some cakes may contain items that are not edible (e.g. wires in sugar flowers). All details of non-edible items will be detailed in full on delivery/collection. It is your responsibility to ensure that these items are not consumed by you or your guests.

Liability for failure to fulfil order

Accidents and mistakes do happen. If your cake is damaged while in my care, or I am unable to fulfil your order for personal or health reasons, I will refund you the full cost of the cake. In these cases my liability is restricted to the price of the cake only.