



Terms & Conditions

1. Consultations

- 1.1 Consultations are by appointment only for wedding cakes, we do not offer these for birthday cakes. Appointments can be made by contacting us via email, phone or social media.
- 1.2 Consultations are charged at £15 and this is payable when you book your appointment, if you choose Sugar Wishes to create your cake then the consultation fee will be taken off the cost of your cake.
- 1.3 During your consultation you will be able to sample a selection of 5 cakes of your choice from our cake menu, these choices must be provided 2 weeks prior to your consultation appointment. If you do not send the selection over we will choose a selection on your behalf.
- 1.4 If you cancel your consultation with less than 48 hours notice then the consultation fee will be forfeited as we will already have prepared your samples and prepared for the meeting. If you wish to reschedule then the £15 fee would be due again.
- 1.5 Please inform us of any allergies or specific dietary requirements when booking your consultation. All our cakes are made in an environment that handles; nuts, soya & alcohol. Gluten free cakes can sometimes be made on request however we cannot guarantee that these cakes will not contain trace amounts of these ingredients due to the nature of the product.
- 1.6 Once booked it is possible to have a subsequent consultation closer to your wedding date if required, this will need to be booked in advance. If you require another set of cake samples then this is chargeable at £15 which is not deductible from your order.

2. Quotes/Prices

- 2.1 Quotes are valid for 14 days for celebration cakes & cupcakes and 1 month for wedding cakes from the date given to the customer. Prices are not negotiable and the quote provided will be based on the specification given.

3. Booking Fee

- 3.1 Once your quote has been agreed a non-refundable booking fee of £100 for wedding cakes or £20 for celebration cakes and cupcakes will need to be paid to secure the order. This should be received within 7 days of the quote.
- 3.2 Booking fees can be paid via bank transfer or cash.
- 3.3 No order is confirmed until the booking fee has been received, priority will be given to the paying customer.
- 3.4 Please note that all booking fees are non-refundable and non-transferable.

4. Final Payments

- 4.1 For celebration cakes and cupcakes final payment can be made on collection by cash or bank transfer prior to collection, we do not accept cheques.
- 4.2 For Wedding cakes the final payment is due 28 days before the Wedding.
- 4.3 For celebration cakes, if payment isn't made on collection Sugar Wishes reserve the right to withhold the cake from being collected until payment is made.

5. Cancellation

- 5.1 Celebration cakes & cupcakes - If cancellation of an order takes place we reserve the right to retain your non-refundable booking fee.
- 5.2 Wedding cakes - If cancellation of an order takes place we reserve the right to retain your non-refundable booking fee. If you cancel your wedding cake order within 6 months of the wedding date then we reserve the right to seek 50% of the total order value. If cancellation takes place less than 1 month before the event then we reserve the right to seek 100% of the order value.
- 5.3 Cancellation must be made in writing to Sugar Wishes Cakes and will only be deemed to take effect from when we confirm receipt.
- 5.4 If you need to postpone the event we will try to accommodate your request providing we have the availability, otherwise it will be treated as a cancellation.
- 5.5 We retain the right to cancel the booking in very unusual circumstances beyond our control, such as fire or ill health, we will in this instance refund any money taken in full.

6. Design

- 6.1 It is your responsibility to advise of specific details on the design. If you require alterations to your design you will need to put this in writing and may incur additional costs that you will be advised of.
- 6.2 We will try to accommodate all alterations but sometimes this is not possible depending on the request and the amount of notice given.
- 6.3 We require wedding cake designs to be finalized 4 weeks before your wedding date, any alterations after this date may incur additional costs.
- 6.4 We reserve the right to change the design at any point if circumstances beyond our control may compromise the quality of the finished cake.

- 6.5 Every cake is handmade and we will try to meet your requirements exactly as requested however sometimes a small amount of variation may occur from the design requested.
- 6.6 Some cakes may have non edible decorations on them and you will be advised of this. It is the customers responsibility to ensure these are removed before serving.
- 6.7 If you have a tiered cake then non edible supports will be used in each tier and will be visible at cutting stage, these will also need to be removed.

7. Allergies & Special Dietary Requirements

- 7.1 Please do let us know if you do have any special dietary requirements and we will try to accommodate where possible. Please be aware that although ingredients such as gluten can be removed from the cakes, they are still used in our kitchen so we cannot guarantee that any of our cakes are completely free of them.

8. Collection

- 8.1 All celebration cakes and cupcakes must be collected unless otherwise agreed. If you do require delivery then please let us know at ordering stage and a quote will be worked out and provided.
- 8.2 We intend to deliver cakes on time and in perfect condition, sometimes there are situations out of our control such as traffic etc.
- 8.3 We cannot be held responsible for damage that happens to the cake once it has been collected by you.
- 8.4 If collecting your cake from us you will be asked to sign a disclaimer advising you are happy with your order.
- 8.5 If there is damage to a cake after it has been collected then we may be able to assist with a repair if required. This would be subject to having the time and materials and costs would be associated.
- 8.6 We advise cakes be placed on a level, steady surface for transport e.g. in the passenger footwell of your car & not on the seat in a car. They should then be stored at room temperature and out of direct sunlight.

9. Delivery

- 9.1 All wedding cakes will be delivered to your venue as agreed in your quotation. Delivery is included free of charge for wedding cake orders within a 20 mile radius of PR2 2DX, additional mileage will be calculated at £1 per mile for the outward journey.
- 9.2 We cannot be held responsible for damage that happens to the cake once it has been delivered to the venue.
- 9.3 The delivery charge also includes stacking & setting up your cake at your venue.
- 9.4 It is your responsibility to ensure you have provided us with the set up details and location of the cake at your venue. Please ensure the display location is level, stable and strong enough to hold the cake. It is advisable that it is not in front of a heat source, a radiator or sunny window/conservatory.

10. Outside Events

- 10.1 Any cakes placed outside during an event has the possibility of melting or deforming due to the heat. We are not liable for the cake once it has been delivered/collected.

11. Cake aftercare

- 11.1 We have a cake portion guide to assist you in knowing the servings you will need, this is an approximate as it will depend on how the cake is cut.
- 11.2 Cakes should be kept in a cool area and not refrigerated as this dries the sponge out.

12. Best Before Date

- 12.1 Your cake will be baked specifically for your order. Whilst cakes can remain fresh for 4 days we cannot accept liability if it is consumed over 48 hours after your event.

13. Hire of Cake Stands/Accessories

- 13.1 If you would like to hire a cake stand or decorations, then it is your responsibility to ensure a deposit is provided.
- 13.2 Our items are hired out at a minimum cost of £15.
- 13.3 The deposit for our cake stands is between £15-£70 depending on the value of the item.
- 13.4 It is your responsibility to return the cake stand/accessories to us in the same condition they were hired to you, otherwise the deposit will be retained.
- 13.5 Once we have received our cake stand/accessories back we will aim to refund the deposit within 72 hours.
- 13.6 It is your responsibility to return the cake stand to us, we are not liable to collect the stand. If we are required to collect the stand that is previously agreed a charge of £25 will be payable, you will be informed of this when the collection is agreed.
- 13.7 If the stand is not returned within 7 days we reserve the right to retain the full amount

14. Other Information

- 14.1 We reserve the right to use any photographs we have taken of your cake for displays or promotions without compensation to you.
- 14.2 If you are unhappy with your order please do let us know on delivery/collection, we will make every effort to rectify if it is within our control.
- 14.3 If you decide to make a complaint then this must be done in writing within 7 days of the cake collection/delivery date. Please provide supporting evidence and pictures and detail so we are able to investigate.

By paying your booking fee for either your consultation or your wedding cake, you are agreeing to accept these terms and conditions so please read them carefully.