



## Terms & Conditions

**Deposit & Confirmation:** Bookings are not secure until the full £100 deposit is received by the due date shown on the confirmation order form. Deposits are non refundable.

**Decoration:** Every effort will be taken to ensure that your final design meets your specific requirements. However, colours, designs and decorations are handcrafted and may differ slightly in texture, design and colour to those on previously made.

**Non edibles:** Most cakes contain small proportions of inedible items; it is the client's responsibility to ensure these are removed by your caterer/guests before consumption eg. Support dowels in tiered cakes, ribbon, wires in sugar flowers, Swarovski crystals, flower picks & flower tape (where fresh flowers are used).

**Cake Components:** From time to time certain components for our cakes will become unavailable or obsolete and may have to be replaced, this is totally out of our control, however we will replace these with components of equal or better quality and we reserve the right to do this without consultation.

**Flowers:** If your cake requires fresh flowers, then these are not included in the price unless specifically stated. We can work with your florist to provide flowers that coordinate with your event. Please note that some flowers are not suitable for use with edible goods.

**Alterations:** We do understand that sometimes you may want to make slight alterations to the original design. Where possible we will do our very best to accommodate any changes. If the changes you request are likely to incur an additional charge we will always inform you beforehand and confirm in writing. Ideally, final changes should be made no less than 6 weeks prior to completion. All alteration requests must be made in writing.

**Final Payment:** The balance is due one calendar month before your event date by bank transfer or cash. The final payment date will be shown on your order confirmation form.

**Late payments:** DEPOSITS - Will result in your date not being secured and available to other customers. FINAL BALANCE - If payment has not been received and cleared in our account by three weeks before your event your order will be treated as being cancelled.

**Change of date:** If you change the date of your event we will endeavour to transfer your order providing the date is suitable for ourselves, otherwise it shall be treated as a cancellation.

**Delivery & Set Up:** We offer delivery and set up. Delivery charges vary according to mileage and distance of the delivery location. We request at least 2 hours for setting up all ordered items. This ensures that there is an appropriate amount of time to arrange the cake before guests arrive.

**Damages:** In no event shall we be liable to you for any damage to your order after completion once it has been collected by you or someone with control of your event or delivered to you or to someone with control of your event.

**Cancellations:** We offer a bespoke service and we therefore limit how many bookings are taken for any given week. If you wish to cancel the order the following charges schedule will apply: two months or less - 100% of full order cost; 3 months - 75% of full order cost, 4 4 months - 50% of full order; 3 months or more - Loss of booking deposit

**Limit of Liability:** In the very unlikely event of medical, natural, or other emergencies, it may be necessary to retain an alternative Cake Designer. Tickety Boo Cakes will make every effort to secure a replacement cake designer able and / or willing to provide similar products and services as chosen in this contract at the same / similar tariff. If such a situation should occur and a suitable replacement is not found, responsibility and liability is limited to the return of all payments received for the event. We retain the right to cancel the booking in circumstances beyond our control, such as fire, ill health, family or other emergencies during which we will refund any money taken in full.

**Wedding Cake Sponge Tiers:** If you require your wedding cake to be created with any sponge tiers, we recommend that the sponge tiers be consumed on the day to ensure they are as fresh as possible, we do not add any preservatives or additives to our wedding cakes to prolong shelf life.

**Ingredients:** Our cakes may contain nuts or nut traces.

**Storage:** Cakes should be stored in a cool dry environment out of direct sunlight. Cakes should NEVER be placed in a refrigerator or refrigeration room as this will damage the icing and decoration.  
Portion Guide

**Portions:** Our portion guides are intended as a guide only and this will vary according to how the chef/venue cuts the cake.

**Our price promise to you:** The price quoted at the time of booking is the final cost and it will not be increased even if my cake prices change after you order has been confirmed.

**Allergies:** Tickety Boo Cakes does not operate an allergy free kitchen environment and shall not be held responsible for any allergic reactions from any of its products. All cakes COULD contain traces of nut as nuts are used in the kitchen. It is the responsibility of The Client to inform their guests that traces of nuts COULD be present in the cake.