

Penrhyn Bakes

Terms and Conditions

1. A non-refundable deposit is required to secure your cake / date. If you cancel for any reason, this will not be returned to you. However, if I am forced to cancel, you will be given notice and refunded in full. By paying the deposit and securing the date you are accepting the below terms and conditions.
2. Quotes are valid for 30 days from the date of creation, if you choose to proceed with your booking after this period the price may differ as prices are subject to change. This also applies if you change your date.
3. The remaining balance of your order is due 4 weeks prior for wedding orders and as agreed for celebration cakes. For celebration cakes ordered less than two weeks and wedding cakes ordered with less than four weeks' notice prior to the date, payment in full is required to confirm your order. Your order is not confirmed until we are in receipt of payment. For orders that remain unpaid for, we reserve the right to cancel. If you choose to cancel after this has been paid, it will not be refunded.
4. Payments can be made by cash; BACs transfer or PayPal. Cheques are only accepted when received with enough time to clear by the time payment is due and should be made payable to Susan Williams. Please email me with confirmation of a transfer if paying by BACs in order to prompt acknowledgement of the payment.
5. Any amendments to the agreed cake design will be at my discretion and subject to additional charges.
6. All cakes are made in a kitchen that works with milk, gluten, eggs and nuts. Even if your chosen recipe does not include the allergen, traces of these products are possible. If a severe allergy is known, it is your responsibility to inform your guest not to eat the cake due to the possibility of such allergens.
7. Depending on your chosen design; cakes may include non-edible decorations. Both you and the venue (if applicable) will be informed in detail of these and it is your / their responsibility to remove them before the cake is served.
8. If you have any concerns regarding the cake, please notify me before delivery and I will do everything I can to solve the problem. Once the cake is cut and served, this will signify your acceptance that the cake was fit for purpose and no compensation will be given.
9. All agreed details will be explained on your invoice, so if you spot any errors or changes you wish to be made, this is the point at which to do so. I will then amend the invoice and send a new one out with the changes, however this may incur extra charges if it involves more labour, or additional materials.
10. Should you need to cancel or amend any part of your order, please contact me as soon as possible. I will try my best to make changes to your order, but this cannot always be guaranteed.
11. Orders cancelled after the final payment is paid time, up to 2 weeks prior will be refunded 50% of the total amount and the deposit will be retained. Orders cancelled within 14 days prior to the event will not receive a refund and the full amount paid will be retained. Cancellation must be made in writing (by letter, message or email) to Penrhyn Bakes and will only be deemed to take effect from the date your cancellation is received by us.
12. If you postpone the event, we will endeavour to transfer your order including deposit and payments made, subject to availability and if the date is available for us to transfer to.
13. If you add any decorations to the cake after my delivery and setup, I cannot be held responsible for any damage to the cake, such as water from flowers spoiling the icing etc. Flowers provided

- by your florist should be free from chemicals and pesticides, and if you're unsure please speak to your florist about which flowers will work best on an edible item.
14. Once the cake is set up at the venue, I am not responsible if someone else moves it, or places it in an unsuitable location. I will of course set up in its final location whenever possible and ensure that everything is exactly as it should be before leaving. If the cake is damaged after I leave, it will be the responsibility of yourself, or the venue. I will request that a cake delivery form is signed off at the venue by the person responsible for the event, to confirm that the cake has been delivered and set up as requested.
 15. If you are picking the cake up from me, I cannot be held responsible for any damage once it leaves my premises. Every cake is professionally assembled and will be fine if driven carefully and kept on a flat surface. Do not chill the cake in the fridge. Please do not allow your venue to keep it chilled as it will ruin the iced decorations, or if it is a naked cake, it will dry it out. If I'm delivering the cake, I will of course advise the venue.
 16. All cakes are baked and decorated with the intention of being eaten on the actual day. After this date, it is at your own risk that you eat any leftovers as I cannot guarantee or control storage conditions which may affect shelf life. Fruit cake is the only exception and will keep for several months in a cool dry place (not refrigerated).
 17. Buttercream cakes are not advisable during hot months, or in hot venues such as marquees. Also, with outdoor venues such as a marquee - insects and other bugs are likely to enter on hot days, so the choice to have a buttercream cake is at your own risk and I will not be held responsible once set up. Some venues do not like having naked cakes in hot months, so please check with them before ordering.
 18. Some cakes will need to be cut with care as they may crumble. The responsibility of the presentation of cut slices of cake lies with yourself, or the venue.
 19. In the unlikely event I become ill or I am affected by circumstances beyond my control that mean I can no longer make your cake, I will of course endeavour to find a cake maker who can replace me, or a full refund will be given.
 20. If you have any photos that you would like to share, I would be delighted to see any cake cutting, cake smashing and cake eating photos! Please be sure to ask permission from your photographer before sharing any professional photos with me and please always credit your photographer so I can too! I reserve the right to use photographs / video taken of orders on our website and social media pages.
 21. Penrhyn Bakes will not disclose any personal information about customers to third party businesses or organisations.