

CHATEAU GATEAUX

1



TERMS & CONDITIONS

The products made by us are subject to the following Terms and Conditions.

INGREDIENTS

All cakes, fillings and icings may contain, or come into contact with, soy, wheat, dairy, nuts or other allergens.

It is the responsibility of the Customer to inform me prior to the confirmation of their booking of any allergy issues. It is the responsibility of the Customer to inform their guests of all allergy information and accordingly the Supplier will not be held responsible for any allergic reaction resulting from consumption of the cake.

All products are made to be eaten on the day of the celebration, but we expect that with proper care of the product as laid out in the information given, it will remain edible for approximately 5 days from collection.

QUOTATIONS

All quotations are valid for 14 days from the date of issue.

ORDERS

We prefer at least 14 days notice for all celebration cake orders, 6 months notice for wedding orders, as we are continually booked in advance. We will however endeavour, where availability permits accept short notice cakes.

Any Products ordered from a picture or photo of a product produced by any other cake maker, can only be reproduced by us as our interpretation of that product and will NOT be an exact reproduction of the product in the picture or photo.

BOOKING FEE

A non-refundable booking fee is required to hold your date this will be detailed in your quote. You are not 'booked in' until the booking fee is received, after which you will receive written confirmation.

BALANCE PAYMENT

The final balance should be paid seven days before collection of a celebration cake, or in the case of weddings, two months before the date of the wedding.

UNFORSEEN CIRCUMSTANCES

Where we cancel the booking due to illness or any other unforeseen circumstance that affects the ability to deliver the ordered Product, the booking fee will be refunded within seven days of notification to the customer.

FINAL BALANCE - COLLECTIONS

The product will not leave the premises unless final payment has been paid.

It is the responsibility of the Customer to check the state of the product before leaving the premises. Once the item has left the premises, the Customer is responsible to ensure that products gets to its destination safely and is stored as per our instructions to achieve best results for taste and quality.

DELIVERY

Delivery will be carried out in a safe and appropriate manner. Once delivered to the customer and change of hands has been completed with the product in appropriate condition, it is then up to the customer to store and care for the cake as per our instructions. If anything is to happen to the cake after this exchange, we are not liable for any damages.

A delivery date and time will be agreed by both parties, and if the customer is not at the location at this time and date, and we are not able to contact the customer, the product will be transported back to our premises and it will be the customer's responsibility to collect the product.

PUBLICATION

We reserve the right to use any image of a Product made by us for publication at a later date.

RETURN OF HIRED EQUIPMENT

Deposits are taken for all equipment. All equipment must be returned on the agreed date, or extra charges may be levied to cover hire costs. Any damages to equipment will incur a reduction of deposit returned in order to cover costs of replacement.

DAMAGE

The Customer is liable for any damage, accident, or mishap that may occur once the cake is released from our care. We are not responsible for any damage that may occur thereafter.

REFUNDS/CANCELLATION/POSTPONEMENT POLICY

If for any reason the event is required to be postponed, please contact me immediately.

The new date proposed will be subject to availability.

CANCELLATIONS/REFUNDS

If cancellation of the order is required, and you have paid your full balance, the refund policy is as follows:

If the cancellation is up to two months in advance of your event date, you will receive a refund, less your booking fee and any supplies already purchased for your cake.

If the cancellation is less than 2 months prior to your event, there will be no refunds given.

Refunds will be paid within 7 days of cancellation.

*Please note: Any non-refundable balance may be credited toward future purchases.

UNFORESEEN CIRCUMSTANCES

Where we cancel the booking due to illness or any other unforeseen circumstance that affects the ability to deliver the ordered Product, the total amount paid will be refunded within 7 days of notification to the Customer.