

Terms and Conditions

Heat: Fondant, buttercream and chocolate products are sensitive to heat. Please be aware that especially during the summer (but not limited to then) cake products can react negatively to warm/hot weather and when in direct sunlight. Such conditions could result in some of the following (but not limited to) melting, bulging, slumping and sweating. We cannot take any responsibility for the cake once we have left it at the venue, or in the case of collection; once it has left our premises. Cakes by Sophie Page is not liable for any dietary, health or allergy concerns that are not specified at the time of booking.

Allergens:

Products are made in a kitchen that contains the following allergens:

CRUSTACEANS	CEREALS	FISH	MILK	MOLLUSCS	MUSTARD	TREE NUTS
PEANUTS	SOYBEANS	SULPHUR DIOXIDE	LUPIN	CELERY	EGGS	SESAME SEEDS

Collection: After pick up Cakes by Sophie Page is not liable for any damage that occurs there afterward including but not limited to what happens during transport. Please ensure you have a non-slip surface and sufficient height available in your method of transportation suitable for the cake. After a cake is picked up or delivered the client assumes all liability.

Alterations: Any changes in design or size must be agreed at least 1 month before delivery/collection date. After this it may not be possible to accommodate the change or it may incur charges.

Any changes to the running order of the days events must be discussed and agreed. Cakes by Sophie Page cannot automatically accommodate any revised setup times without prior review and acceptance.

Payment: Final payment is usually due 1 month before the occasion date. If there are any issues then please let us know as soon as possible. If payment has still not been made 2 weeks before then we will be unable to go ahead with your booking and the deposit will be lost. Deposits are non-refundable and non-transferable. In the case of the customer cancelling, all deposits and further payments that have been made will be lost. In the unlikely event of Cakes by Sophie Page cancelling, we will endeavour to help source an alternative supplier and a full refund will be issued. Your booking is not official until we have received the deposit. Payments must be made in the form of 2 payments only – the initial booking deposit and the final balance. I do not accept incremental payments.

Set-Up and Delivery: Cakes by Sophie Page are not responsible for the stability or levelness of the platform, location (e.g. floor) or table where the product is displayed. Please ensure that the designated table is stable, level, and strong enough to hold the product(s). Tiered cakes can be extremely heavy and delicate therefore we recommend they are not moved from their initial location. Stacked cakes contain dowels; these should be removed before consuming. Some decorations contain inedible parts.

If there are any issues regarding the product(s) or services, Cakes by Sophie Page **must** be contacted on the day of the event immediately using the number below.

07710 959885

In the unlikely event of situations out of our control (e.g. Force Majeure), we will endeavour to deliver your cake but please be aware it may be outside of the agreed timeslot.

Cake stand: If loaning from us, it must be returned on the agreed date and in the same condition we lent it in or deposit will be lost.

Declaration:

I have read, understood and agree to the statements above.

Name:	
Signature:	
Date:	

Please note: If receiving these Terms and Conditions in Word/PDF form via email, we assume acceptance of all statements unless notified otherwise.