



Wedding Cake Terms and Conditions

1. Registration

Sweet Marguerite Cakes is a trading name of Lorna Sansom of 2 Stoke Farm Lane, Aylesbury HP21 9EA and is registered with Buckinghamshire Council as a food business.

2. Food Hygiene

The premises were inspected by Buckinghamshire Council on 2 March 2021 and awarded the maximum rating of 5. Lorna Sansom holds a Level 2 Certificate in Food Hygiene. Copies are available upon request. A sample from all cakes will be tasted tested for assurance of quality.

3. Insurance

Lorna Sansom is insured against all risks to a maximum of £2m. A copy of the policy document is available upon request.

4. Food allergies

Please inform us prior to confirming your order if you have any food allergies or have any special dietary requirements. All cakes are prepared in a kitchen where gluten, nuts and other allergens are handled. All care will be taken to avoid cross-contamination but it cannot be guaranteed 100%.

5. Securing your wedding date

Your wedding date is **not** secured with Sweet Marguerite Cakes until you have either
(a) Paid a non-refundable date holding deposit of £50; or
(b) Confirmed your order and paid 50% of the total cost as quoted.

6. Designing your wedding cake

Your wedding cake will be a bespoke design. You will have the opportunity to attend a design consultation either face-to-face or virtually to discuss your requirements. Sketches will be provided to you prior to agreeing the design and, where appropriate, you will receive colour swatches in order to agree colours. Once the design has been agreed by you, any changes requested by you may affect the price and you will be informed of any price increase before changes are implemented.

7. Ordering your wedding cake – payment of deposit

Once you have confirmed that you wish to proceed and order your cake, a deposit to the value of 50% of the price quoted will immediately become payable. If you have already paid a date holding deposit, this will be deducted from the amount due. Payments may be made by bank transfer, debit card, Paypal or cheque. Cash is not accepted. Other than in exceptional circumstances this deposit is non-refundable (see paragraphs 13 and 14 below).

8. Payment of balance

The balance of the cost of your cake will be due two calendar months before your wedding. On rare occasions when your order is placed within two months of your wedding date, the whole cost will be due upon order.

9. Your finished cake

All efforts will be made to keep the final cake as close to the agreed design as possible, however, your finished cake may vary slightly from the design sketch for a number of reasons. For example, sometimes more (or fewer) sugar flowers are required to achieve the desired arrangement, or colours may appear to be different due to the light in which the cake is displayed.

10. Delivery of your cake and set up at venue

Delivery and set up of your cake will be charged separately from the cake itself and the cost will be shown on your quotation.

11. Damage

Sweet Marguerite Cakes cannot take responsibility for any damage to the cake after delivery.

12. Portions

Portion numbers are approximate only. Cutting guides will be provided to your venue but Sweet Marguerite Cakes cannot take responsibility for any shortfall in cake caused by the venue's failure to follow the cutting guide.

13. Hire of cake stands

Where you have chosen to hire cake stands from Sweet Marguerite Cakes, the cost of hire is £20 per stand for a maximum of 5 days. Unless otherwise agreed, you will need to make arrangements to return the stand to 2 Stoke Farm Lane, Aylesbury HP21 9EA within the 5 day period. A refundable deposit equal to the cost of replacing the stand will be charged. The cost of stand hire and the deposit will be due on payment of the final balance two months before the date of the wedding. Late returns will be charged at £5 per day and will be deducted from your deposit. If the stand is not returned or is returned damaged, your deposit will be forfeited. If the stand is lost or damaged by your venue, the deposit will be forfeited and it will be your responsibility to make any financial claim against the venue.

14. Bespoke cake stands

Where the construction of a bespoke stand is required, the cost of this will be included as a separate item on your quotation. Bespoke stands do not need to be returned.

15. Covid-19 policy

If your wedding is affected by Covid-19, there are three possible outcomes:

- (a) You may decide to cancel your wedding altogether. Provided no work has been undertaken in relation to your cake, your deposit and any other payments made by you will be refunded in full. Otherwise, your deposit and any payments made will be returned less any expense incurred by Sweet Marguerite Cakes.

- (b) You may decide to postpone your wedding. In this case Sweet Marguerite Cakes will endeavour to transfer your order to your new wedding date.
- (c) You may need to reduce the number of guests. If this happens, you will be given the option of a smaller wedding cake and, if you have already paid in full, a refund of the difference in cost will be given.

PLEASE NOTE: if your cake has already been completed or is near to completion at the time you wish to make the cancellation or change, no refunds can be given and the cake will be delivered to you.

The above applies to cancellations and changes brought about by Covid-19 only.

16. Cancellations

If you wish to cancel, your deposit and any other payments made will only be refunded if Sweet Marguerite Cakes is able to secure another equivalent booking for your wedding date. Otherwise, your deposit will be forfeited and the balance, if already paid, will be returned to you less the cost of any expense incurred by Sweet Marguerite Cakes in relation to the cake. If the cake has already been finished or is close to being finished, no refund of any kind will be given and the finished cake will be delivered to you.

If Sweet Marguerite Cakes is unable to complete your order (for example by reason of illness), you will be informed as soon as possible and a full refund will be given, whatever the circumstances.

If your cake has been completed but delivery is impossible due to circumstances beyond the control of Sweet Marguerite Cakes (e.g. adverse weather, closure of the venue, industrial action, government action, outbreak of war) a refund cannot be given. If possible, the cake will be delivered at the first opportunity thereafter.

17. Social Media

Sweet Marguerite Cakes may use images of your wedding cake in social media etc. Copies of any wedding photographs provided by you to Sweet Marguerite Cakes will only be used with your permission.

18. Acceptance of terms and conditions

Payment per the quotation sent to you with these Terms and Conditions amounts to your acceptance of these Terms and Conditions.