



Baking Whoopie Terms and Conditions

Thank you for choosing Baking Whoopie! We know T&Cs are always a little on the dull side, but please do read them; we want you to be thrilled with your purchase and now is the time to make sure we've got everything right and you understand what happens next.

Payment

- ★ If you received a quotation from us, your invoice will be created directly from this. If there are any details you wish to change, please let us know before you accept and make payment.
- ★ We require a 20% or £20 deposit, (whichever is higher) when you place your order to confirm the booking – the precise amount will be detailed on your invoice.
- ★ We regret that all deposits are non refundable.
- ★ The balance is due two weeks before your event / collection date for orders under £50 and three weeks before for orders over this amount – the date will be confirmed on your invoice.
- ★ For bookings taken with less than two weeks notice, full payment is required to confirm.
- ★ You can pay by Cash, Debit/Credit Card or BACS – please note card payments are taken through PayPal and there is a small fee for using this service.
- ★ If your payment is declined by the issuer, you will be responsible for any fees and costs incurred.
- ★ If you fail to make payment by the balance due date, your order will be considered by us to have been cancelled. Should you then make payment at a later date, we cannot confirm that we will still be able to fulfil your order, as additional work may have been taken on in the meantime. In this event, your request will be treated as a late order and it will be at the discretion of Baking Whoopie whether or not to go ahead.

Changes and Cancellations

- ★ If you would like to make a change to your order once confirmed, please let us know as soon as possible. We may not be able to fulfil your request, but we will certainly do our very best!
- ★ Changes to orders may incur further charges depending upon the request – you will receive a quotation detailing the additional work and costs which you can accept or decline as you wish.
- ★ If you have requested that Baking Whoopie source additional items for your event, (such as stands, table displays, colour matched ribbons, etc.) please be advised that we cannot guarantee the stock availability from third party suppliers. We will always do our best to source your first choice and will inform you immediately of any difficulties in doing so. Where possible, we will offer alternative options and will advise you of any cost difference before proceeding with the order.
- ★ You can cancel your order prior to the balance due date at no additional cost.
- ★ If you cancel after the balance is received, we regret that we cannot provide a refund, as we are likely to have already purchased supplies and materials to fulfil your order.

Collection / Delivery and Set-Up

- ★ If you are collecting your order from us directly, please note that we cannot accept responsibility for any damage incurred once the order has left our care.
- ★ If we are setting up your order at your home or venue, we will take a picture to confirm safe delivery

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and will request a signature from the person on site receiving the goods. We are more than happy to send a copy of the picture to you if you are not present, so you can be reassured that your order has arrived as expected.

- ★ Once delivered, Baking Whoopie are no longer responsible for your order – please ensure that the location is suitable, (for example, a hot kitchen is not suitable for a cake that may be likely to melt!) and any stands are sturdy enough to hold the weight of your cake safely.
- ★ Please ensure someone is on site to receive your order – we will do our best to deliver as per your instructions but cannot be held responsible if there is no one present or the venue is inaccessible.

Publication and Promotion

Baking Whoopie reserves the right to use images of completed cakes on the Baking Whoopie website and promotional materials. If you do not wish for your cake to be used in this way, please let us know prior to placing your order.

Ingredients and Allergies

- ★ Please be aware that our products are made from scratch and will likely contain one or more of the following:
 - Eggs
 - Gluten
 - Wheat
 - Dairy
 - Food Colourants (*usually only in decorations with the exception of red velvet cake*)
- ★ We can offer some gluten free options on request, but we do not operate in a gluten free kitchen and our products may not be suitable for those with severe food allergies. Please check with us prior to ordering.
- ★ Nuts are not used in our products, (unless specifically requested) but we cannot guarantee that the ingredients used will not have been exposed to nuts during production. Our kitchen is also not nut free.
- ★ We believe the best cakes come from the best ingredients and we purchase organic and fairtrade products wherever possible. If a particular product is not currently available as organic, (for example, food colourants) we will always source the best quality available.
- ★ Our recipes have been practiced and honed over many years and we believe consistent and high quality ingredients are crucial to a great final product. We will therefore not substitute ingredients on request and cannot use products we have not sourced directly.