



# PEGGY'S PATISSERIE

CRAFTED WITH CARE, BAKED WITH LOVE

Myrtle Cottage, 5 Chapel Lane, Willington, Beds MK44 3QG



## Service Terms & Conditions of Sale

Full terms and conditions for Peggy's Patisserie are detailed below. By making an initial payment it will be deemed that the terms are understood and accepted as applying to your order.

### Payment Conditions

#### Timescales

Peggy's Patisserie is committed to delivering quality and must therefore work to a maximum number of cakes per week in order to accommodate all orders. The design and final price of wedding cakes must be agreed at least 3 months before the wedding date. Celebration cakes usually require 4 week's notice unless otherwise agreed by Peggy's Patisserie.

#### Prices

Following your consultation/enquiry, your quote is valid for 6 months. Paying your initial payment (see below) secures this price and prevents any further price increases, except in exceptional circumstances beyond our control, e.g. exceptional fuel price increases. You agree to pay Peggy's Patisserie the price as quoted on your signed Order Form. All of our prices exclude VAT. We will inform you if we become VAT eligible.

#### Initial payments

All Wedding Cake and Celebration Cake Orders and Bookings dates are only secured with a non-refundable deposit. For Wedding Cake bookings, a non-refundable 50% payment (total of the cake & delivery price) is required in order to secure the commission of your cake and chosen date with Peggy's Patisserie. Celebration cakes require a non-refundable deposit of 25% no later than 4 weeks before the event, unless otherwise agreed by Peggy's Patisserie.

For orders under £60.00, full payment is required to secure the date, and no later than 4 weeks before the event, unless otherwise agreed by Peggy's Patisserie.

#### Save The Date

If you wish to secure the date, without yet having a cake design and final price, a £50.00 payment can be made. The design and final price will be agreed at least 3 months before the wedding date. Once a full quotation has been received and agreed on, the remainder of the 50% initial payment is then due. Full payment will then be due no later than 4 weeks before the wedding date.

#### Payment

Payment should be made by bank transfer:

**Bank:** Nationwide Building Society

**Account Name:** Mrs Sharon Edwards

**Sort Code:** 07-01-16

**Account:** 06680996

Please email us with confirmation of the transfer in order to prompt acknowledgement of the payment, and a receipt will be sent.

#### Final Payments

Full balance is due 4 weeks prior to the cake delivery date as specified on your order form. On your initial invoice, the date of the full balance will be included and a reminder of the final amount will be emailed to you no less than

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7 days before payment is due. Failure to make payment of the remaining balance may result in your order being cancelled and your date being made available to someone else.

## Late or Non-Payments

Late or non-payments could result in loss of your booking date. If your initial payment is not made within 2 months of quoting, then we reserve the right to cancel any previous arrangements. In the event of a late or non-payment, the order will not proceed until alternative funding has been agreed and payment made in full. In these circumstances, subsequent completion of the order on the required date will not be guaranteed and becomes Subject to Availability.

If full payment is not received and cleared in our account before the event, then the order will not be released.

## Cancellations

**Wedding Cakes:** If cancellation of the event takes place, we reserve the right to retain all, or a proportion of, your Initial Payment to cover any expenses already incurred. 12 weeks or more: 50% of the total cost will be retained. Less than 4 weeks: 100% of total cost payable.

All cancellations must be made in writing by letter or email to Peggy's Patisserie and will only be deemed to take effect from the date your letter/email is received at our premises. Verbal phone cancellations will not be binding.

**Other Celebration Cakes:** 4 weeks or more: 25% non-refundable deposit will be retained. Less than 4 weeks: 100% of total cost payable.

All cancellations must be made in writing by letter or email to Peggy's Patisserie and will only be deemed to take effect from the date your letter/email is received at our premises. Verbal phone cancellations will not be binding.

We reserve the right to cancel the booking in very unusual circumstances beyond our control, such as fire or ill-health, during which we will refund any money taken in full.

## Change of Wedding Date

If for any reason you wish to re-arrange the date of your wedding, we will try our best to accommodate these changes without any additional charges provided sufficient notice is given and that we are able to provide a cake for the re-arranged wedding date. However, if we are fully booked on your new wedding date and cannot provide the wedding cake, it will not be possible to refund your deposit.

The limiting factor with any cake provision is usually the cake set-up. As a compromise, it may be possible to provide you with a cake prior to your wedding date, but under these circumstances, it will become your responsibility to collect, deliver and set-up the cake at the venue. If you cancel your wedding cake order with us after requesting a change of date no refunds will be made to you (the client) under any circumstances.

## Design Conditions

### Alterations & Changes

It is your responsibility to read and check the quote thoroughly; any amendments should be made in writing. If requested, we will endeavour to adjust the design where possible, but sometimes this is not possible according to the nature of the request or amount of notice given. If the alteration affects the cost, or preparation work for the original design has already been undertaken, then your balance will be adjusted accordingly. Please warn us when you pay your deposit if you are undecided on the design.

Peggy's Patisserie reserves the right to charge 75% of the initial quoted price should any changes or alterations reduce the final cost to less than 75% of the original price.

## Chocolate

We recommend extreme caution if you are considering a cake decorated with chocolate for a summer wedding (May to September). We cannot accept responsibility for any melting of the cake once it has left our possession, as

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we have not control over the environmental/venue temperature. We can however advise you of designs that are less susceptible to melting and do everything within our control to reduce the impact on the cake.

## Allergies & Special Dietary Requirements

### Special Diets

Please discuss with us if any of your guests have special dietary requirements. Cakes can be made gluten free/egg free/alcohol free/without any nuts by request. Any special recipe request such as 'no nuts' will be met wherever possible.

Please be aware that although these ingredients can be removed from the cakes, they are still used in our kitchen, so no absolute nut-free guarantees can be given, as some ingredients are not guaranteed to be nut free by the manufacturers.

Orders are prepared in a kitchen where some allergens may be present, and therefore we cannot guarantee that the cake will not contain any traces of the following:

- Tree nuts (e.g. almonds, hazelnuts, cashews, pistachios, walnuts, pecans, brazil nuts, macadamia, pine nuts)
- Peanuts
- Seeds (e.g. sesame, poppy, pumpkin, sunflower)
- Seafood/Shellfish
- Milk/eggs/dairy
- Cereals containing gluten (e.g. wheat, barley, oats)
- Mustard
- Soy beans

Please also be aware that some of our products contain food colours (Sunset yellow FCF (E110), Quinoline Yellow (E104), Carmoisine (E122), Allura Red (E129), Tartrazine (E102) and Ponceau 4R (E124) which may have an adverse effect on activity and attention in children.

### You also hereby agree to pass this information on to any involved parties:

(Wedding planner, Venue event manager, guests).

Allergy information will also be provided with all orders.

### Non-edible items

Most cakes contain small proportions of inedible items. It is the client's responsibility to ensure these are removed by your caterer/guests before consumption, e.g. support dowels in tiered cakes, ribbon, wires in sugar flowers, cake toppers.

## Stand Hire

We have a wide range of stands, bases and cupcake tower stands available for hire. All stands require a deposit, in addition to hire charges, which is fully refundable on return of the hired stand. Any damages will be deducted from the deposit. In the event that damages are excessive, or a loss has occurred, then the deposit will be retained.

## Delivery Conditions

### Delivery/Collection

### Delivery charge

Delivery is calculated on a mileage and time basis. Alternatively, cakes can be collected from our premises.

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**If you choose delivery**, it is our intention that your cake will be delivered in perfect condition prior to the start of your reception. However, we ask for patience with factors that may be beyond our control (e.g. road traffic conditions impacted by incidents, weather conditions etc.) as we cannot be held liable for such delays. In some circumstances, we may recommend the cake is delivered 1 day in advance.

It is your responsibility to ensure you inform us of your correct ceremony & reception time plus the postcode/what3words of the venue. In the unlikely event of late delivery, the maximum compensation will be a refund of the delivery price. If you choose delivery, we will deliver at the time and address agreed with you on your Order Form. If we can't deliver because there is no one to receive the cake or the address provided is wrong, the cake will return to our bakery and will be held for a maximum time of 24 hours.

We cannot be held liable for any damage to the cake that is rendered at the venue once we have left the premises. It is with this in mind that we require somebody responsible (event manager/family member) to confirm that they are happy with the cake before we leave. Cakes should be inspected on receipt to ensure that they were not damaged in transit, as you (or any third party taking delivery, e.g. hotel/wedding planner etc.) shall be solely responsible for any damage to any products which occurs (i) after the delivery or collection of any product and/or (ii) as a result of failure to follow any instructions/advice we may give in respect of storage or setting up or of further transportation of the cake.

**If you choose to collect your cake**, your order may be collected at a pre-arranged time, as agreed on your Order Form. Should you wish to change the collection details we will do our best to accommodate, but cannot guarantee availability.

We will not be held liable for any damage to the cake once it has left our premises. Tiered cakes are most at risk during transport, so please seek our advice on how to transport it and we highly recommend you check your wedding insurance covers cake damage. To ensure your cake is as fresh as possible, we recommend it is collected the day before the event/wedding. Late requests for delivery (after securing the booking based on collection) will be accommodated where possible, but cannot be guaranteed, as earlier delivery commitments must take priority.

## Cake set-up

It is your/your wedding planner's responsibility to ensure arrangements are made for the cake table, linen, cake stand & knife are all set up prior to our arrival, (unless there is an agreement that we will liaise with the venue contact named on your Order Form on your behalf). If any delay is incurred due to these not being set up, we reserve the right to charge for any delay incurred (labour costs at £25.00 per hour, plus any compensation required to pay to any other brides whose wedding cake delivery has been delayed as a result) or leave the cake with the event manager to assemble/move into a new position as appropriate. Please take extra care to ensure a stable cake table if you are having a marquee wedding, as surrounding floor boards can easily rock the cake once stood on.

## Storage and Consumption

### Damage

Please remember that cake decorations are very delicate items and we cannot accept responsibility for damage that is done to the cake after it has left our possession.

### Best Before Date

Your cake is baked to ensure it is fresh for the date of your event. After this date, we advise that sponge cakes are frozen as soon as possible to ensure its condition is maintained, otherwise, we cannot guarantee its quality if it's consumed more than 48 hours after the event. Our cakes are made of natural ingredients and as such, they will not have the extended shelf life of most supermarket cakes which contain additives and preservatives to ensure their prolonged life. However, freezing preserves the taste of the sponge and icing as much as feasibly possible, but please bear in mind that it will impact the visual appearance of the icing as condensation will form upon defrosting. Food hygiene recommendations recommend that food should only be frozen for a maximum of 3 months.

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Once home, your cake should be wrapped in cling film to remove as much air as possible, then stored in an airtight container before freezing for a maximum of 3 months. The cake should not be refrozen if defrosted, therefore, we recommend that it is cut into individual portions before freezing so that it may be defrosted portion by portion.

Sugar paste cakes should not be refrigerated as it will cause condensation to form on the surface of the icing. Refrigeration also accelerates the staling of the cake, so should only be used with extreme caution, e.g. if hot weather is compromising the quality of a chocolate decorated cake.

## Complaints

If you have concerns about your cake, please notify us on delivery/inspection so that we may have the opportunity to rectify it in time for your event. We highly recommend the event manager/member of the family as the designated point for the day, to help all runs smoothly.

All other concerns should be made in writing and evidence of the fault should be included. A refund is only given if the uneaten cakes are returned and unsuitable for consumption/not as described in the Order Form. No refunds are given due to change of mind.

In the unlikely event of late delivery, (defined as delivery after the start of the wedding breakfast), the maximum compensation will be a refund of the delivery price. We ask for patience with factors that may be beyond our control (e.g. road traffic conditions impacted by incidents, weather conditions etc.) as we cannot be held liable for any such delays.

We pride ourselves on our personal and professional services.

Thank you for allowing Peggy's Patisserie cakes crafted with care and baked with love to be part of your precious moments and lasting memories.

I Have Read and Accept the Above Terms & Conditions

**Signed:**

**Print Name:**

**Date:**