

## **Gail Watson Wedding Cakes - Terms & Conditions**

**Gail Watson Wedding Cakes will be referred to as GWWC, “we” refers to GWWC and “you” refers jointly to the couple.**

### **BOOKINGS & PAYMENT**

Payment for wedding cake consultations must be received in full prior to the date of the consultation appointment.

If you wish to proceed following the initial consultation, payment of a £100 non-refundable booking fee is required.

Payments are by bank transfer and an invoice containing payment details will be emailed to you.

Your booking is not confirmed until this payment is received. Receipt of this payment secures your date & order and confirms that you agree to the quote.

Payment of the booking fee will be considered confirmation that you have read, and agree to, the terms and conditions as laid out here.

An invoice for balance of payment will be sent 10 weeks before the wedding date. Balance of payment must be made no later than 8 weeks before the wedding date.

If full payment is not received, we will be unable to complete your order.

Confirmation of payment will be sent to you by email.

### **DESIGN**

Following receipt of the booking fee you will be provided with a design proposal, which will include prices for the design(s) shown. This will be sent to you by email.

Please be aware that changes to the design(s) shown may incur additional costs.

Design sketches are provided for illustration purposes. I will work with you to produce a cake which reflects your unique style and the theme of your special occasion. I will, of course, endeavour to reproduce your chosen design as faithfully as possible. However, your cake will be a bespoke, handmade creation and therefore may not be an exact reproduction of the initial design.

Please be aware that while I will do my best to reproduce your chosen colours, an exact match may not be achieved.

While I can incorporate and adapt design elements from other cakes, I will not reproduce another cake maker's work.

Any changes must be agreed no later than four weeks before the wedding date.

It may not be possible to change individual elements or the overall design.

Changes to the design may incur additional costs, which will be payable before collection or delivery of your cake.

The design of your cake remains the intellectual property of GWWC. Any and all design sketches, photographs or other images of your cake can be used by GWWC for advertising, marketing or promotion in any and all media.

### **DELIVERY**

Wedding cakes will be delivered to your wedding venue.

GWWC will take photographs of your cake in situ to show that the cake is undamaged. We accept no responsibility or liability for any damage to your cake after set-up of your wedding cake is complete.

Your cake must be stored in a cool, dry environment, away from direct heat sources, and must not be chilled or refrigerated (unless specifically advised otherwise). Your venue will be advised of any specific care instructions at the time of delivery.

Your cake should be consumed within 72 hours of delivery. The quality of the cake cannot be assured after this time.

Your cake may contain non-edible items (eg. decorative elements, support structures) which must be removed before serving. Information on these will be supplied at the time of delivery.

## **CANCELLATION**

The £100 booking fee is non-refundable.

If your order is cancelled after balance of payment has been made (for any reason, either by GWWC or by the client), any payment made will be returned minus costs incurred up to the date of cancellation. (these costs can include, but are not limited to, materials, ingredients, time and loss of earnings).

If your event is postponed and we are able to accommodate your rearranged date, any payment made can be carried forward and the order transferred to the new date. Only one transfer will be offered.

## **IN THE EVENT OF A PROBLEM**

We want you to be completely satisfied with your cake, and complaints will be treated seriously. If you are in any way dissatisfied with the quality of your cake, the remainder of the cake must be returned to GWWC within 24 hours of cutting in order for us to assess the complaint and the nature of any refund.

No refunds will be given for cakes which have been consumed in full, as this will be regarded as confirmation that the cake was of acceptable quality.