

The Cake Deli

Terms & Conditions

Design Service

All cakes are bespoke and made to order. We can either design something new or you can choose a design from our portfolio. If you decide to choose a design from our portfolio we can, if you desire, change colours and flowers to compliment any theme that you may be having at your celebration.

Consultations and cake tasting

Consultations are by appointment only. Cake tasting samples will be provided at the consultation.

Cake Design Alterations

Wedding cake design alterations can be made up to but no later than 1 month before collection/delivery. If the alteration affects the cost then your balance will be adjusted accordingly.

Allergies and Special Dietary

Requirements

Nuts:

Our fresh cream cakes are the only cakes that can contain nuts as an ingredient, although we also provide the option of Chocolate as a replacement. All of our other flavours do not contain nuts as an ingredient. However, we cannot guarantee that the ingredients that we use are not contaminated at source. If you have a nut allergy, please contact us personally to discuss your requirements.

Halal/Vegetarian

As we pride ourselves on offering a fully halal and vegetarian service, we ensure that none of our products contain any form of alcohol or animal products, this is especially important in a number of cake decorating products as well as bi-products in ingredients. We can also guarantee our kitchens are alcohol free.

Eggless

We also have the option of an Eggless sponge should you require.

Lead Times

We ask for at least 1 months notice when ordering wedding and civil ceremony cakes, and 1 week's notice for other celebrations, however depending on our schedule, we may be able to accept orders at shorter notice. Please contact us to discuss your individual requirements.

Payment terms

To confirm an order for a wedding cake, a non-refundable deposit of 30% of the value of your order is required. The balance is then due 2 weeks before the delivery or collection of the cake. We accept payment by cash, debit card, credit card (additional 2% charge), cheque, or BACS transfer.

For Wedding/ Civil ceremony cakes booked within two weeks of the final delivery date, the full balance is payable at time of booking.

For all other celebration cakes, the full amount of your order is taken at time of booking. Any orders cancelled within 3 days are non refundable.*

Collection/Delivery of Wedding Cakes.

Delivery and set up within Manchester is £30. Delivery charges for other destinations are available on request. If you choose delivery, you will need to provide information regarding timings and set up as well as full details of venue and position of your cake display. If this information is not provided our team will set up your cake display where they think best with regards to visibility/safety. The Cake Deli will not be held responsible for any damage caused to a cake if it is then moved by a third party after our team has left the venue. All cakes can be collected from our Showroom in Prestwich, Manchester. You will be honestly advised on your consultation if a cake is suitable to be collected or if it would need to be set up on site by one of our team. Please note that if the cake is collected, the full responsibility for the safety of the cake is with the client and The Cake Deli will not be responsible for any damage to the cake that may occur after it has left our showroom.

We recommend that your cake is transported on a flat surface such as the empty boot of your car and not on a car seat.

The possibility also exists that we may be unable to deliver your cake due to adverse or freak weather conditions such as snow or floods and that these conditions may make your venue inaccessible. We strongly recommend that you purchase wedding insurance to cover

yourselves for this eventuality.

Cakes decorated with fresh flowers

If your cake design requires fresh flowers, our florist can supply these or you may wish to use your own florist should you want them to match in with your floral theme. If you are using your own, we can liaise directly with your florist regarding the specific floral requirements and we will decorate the cake with the flowers on site.

NB. Please note some flowers are not suitable for use as a cake decoration. Ask your florist for details regarding toxicity. We cannot be liable for any contamination to our food product that may arise from their misuse.

Cakes decorated with non-edible materials

The use of non-edible materials for cake decoration is becoming increasingly popular. Please note that the 'craft jewels' and accessories such as brooches, ribbons, silk flowers, diamantes, beads, feathers, etc. that are used to decorate some of our cakes are not edible and must be removed from your cake before serving. All of our decorative gems and accessories are only used at the clients request and The Cake Deli accepts no responsibility for any physical harm that may arise from their use. We would always strongly recommend that you go for a fully edible cake whenever possible.

Stand hire

We can supply a number of stands for our wedding cakes and cupcakes. A security deposit of £100 is required. This is held until the stand is returned to us. Stands must be returned within 7 days, unless otherwise specified. Please discuss with your advisor at the time of booking.

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Cancellation Policy

If you cancel your order for any reason up to 1 month before the date of your event, the deposit is non-refundable. All other monies paid will be refunded within 2 weeks of your cancellation by business cheque. If your order is cancelled less than fourteen (14) days from the designated event date, you shall receive a refund of 25% of the total.

Any work carried out on any part of your cake is non-refundable such as;

- Modelling

- Preparation works
- Materials ordered
- Any part of the cake made beforehand
 - An attempt will be made to use bases for other orders but this is on a best endeavours basis