



# JoJo's Cakes T & Cs

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## Types of Bookings

JoJo's Cakes designs and produces Celebration and Wedding Cakes.

## Deposits and Final Payments

A non refundable deposit is required to secure your Celebration Cake Order. The amount of the deposit is dependant upon the overall cost of the order and will be discussed with you.

A non refundable deposit of £50.00 is to secure your wedding date.

Without a deposit, we will not hold your date. Priority will always be given to the paying customer.

The final payment for Celebration Cakes must be made no later than 7 days before collection by bank transfer. Customers will not be permitted to take their cake away until payment has been made.

The final payment for Wedding Cakes is due no later than 4 weeks before your wedding date. If no final payment is received, your wedding cake will not be made. Once final payment has been made, this is non refundable.

## How To Make Payments

Payment may be made by the following means:

1. Cash
2. Cheque made payable to J Fitzpatrick
3. Paypal using [jojofitz@me.com](mailto:jojofitz@me.com)
4. Bank Transfer to Account Number: 61866060 Sort Code: 40 41 18

## Refunds and Cancellation

Any cancellations must be in writing by the person who ordered the cake. Should the customer cancel their booking, any sums paid are non - refundable due to time already spent in consultations and the loss of additional business due to your booking preventing further bookings on that date. We may be able to transfer your booking to an alternative date at our discretion and always subject to our availability.

We retain the right to cancel the booking in very unusual circumstances beyond our control, such as fire or ill health and we will in this instance refund any money taken in full and offer an alternative cake maker where possible.

### Collection and Delivery

All Celebration Cakes must be collected from JoJo's Cakes. Collection will be arranged with the customer upon ordering.

All wedding cakes must be delivered by JoJo's Cakes, they cannot be collected by the customer. The cost of delivery and set up at your wedding venue is included in the price quoted. Local Delivery within the S17/S18 area is free of charge.

If the venue is changed and of a further distance then additional charges may apply. Although care is taken when transporting cakes, damage in transit can occur. We carry a cake repair kit for circumstances where damage may occur. We cannot be liable for any damage to the cake at venue once we have left the premises.

### Outdoor Events

Any cake placed outside or in a tipi, marquee, or barn during an event has the possibility of melting or deforming due to the weather. We are not liable for the cake once it has been delivered and set up.

### Cake Location

It is up to the customer to ensure that the venue supply a suitable table and location for the cake to be displayed. We are not liable for the cake once it has been delivered and set up.

### Design and Alternation

It is your responsibility to read the quote thoroughly.

Any alterations must be made in writing by email. We are able to accept alterations for Celebration Cakes up to 7 days before collection. We are able to accept alterations for Wedding Cakes up to 4 weeks before your Wedding Date. If you would like a specific colour match for the cake, it is up to you to provide us with something such as a piece or ribbon or fabric sample for us to use to colour match. All colour matches are as close as possible and may not be an exact match.

If requested, we will endeavour to adjust the design where possible however sometimes this is not possible due to nature of the request or the 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. We reserve the right to change the design any point if circumstances beyond our control (such as the weather) may compromise the quality of the design.

By booking your wedding cake with JoJo's Cakes you agree to allow us flexibility when creating your wedding cake to alter the original design if it is felt necessary in order to avoid compromising the overall quality of the cake. Every cake is made individually by hand, so although every effort is made to ensure consistency, a small amount of variation may occur.

### Allergies and Special Dietary Requirements

Please discuss with us if you or your guests have any special dietary requirements.

Cakes can be made free from Gluten, Dairy, and Eggs. We do not make cakes that are guaranteed free from nuts. please be aware that cakes are made in a kitchen that does handle the above ingredients. Cakes can also be contaminated at the venue via other products and we will not be responsible for this.

### Non - Edible Items

Most cakes contain small proportions of inedible items, eg. support dowels, ribbon, wires in sugar flowers, flower picks and flower tape. It is the clients responsibility to ensure that these are removed by your venue/caterer before consumption. Some flowers are poisonous and not suitable for use on food products, you should notify your florist of your intention to use flowers on food to ensure that non poisonous flowers are provided. We will not be responsible for any flowers that are provided.

### Best Before Date

Your cake is baked to ensure it is fresh for the date of your event. We cannot guarantee its quality if it is consumed more than 4 - 5 days after collection. Cupcakes should be consumed within 1-2- days of collection. Our cakes are made entirely of natural ingredients so they do not have the extended shelf life of cakes that contain additives and preservative.

### Hire of Cake Stands/Accessories

If you would like to hire a cake stand or decorations the it is your responsibility to pay the deposit and return the hire agreement prior to your wedding date otherwise it shall be assumed that you do not require the stand/decoration and it will not be left at the venue. The hire charge is £30 per stand. The damage deposit varies depending upon the cake stand due to variation in the value of the item. Payments of deposits must be made in cash or by bank transfer. Please make arrangements to ensure that the stand is returned to JoJo's Cakes in accordance with your hire agreement.

### Complaints

If you have concerns about your cake please notify us as soon as possible able delivery so that we have the opportunity to rectify it in time for your event.

Any other concerns should be made in writing with evidence of the fault included. A refund will only be given if cakes are returned uneaten and are unsuitable for consumption/not as detailed in the original quote. No refunds will be 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 10% of the full cost. We ask for patience with factors that may be beyond our control such (eg. traffic conditions and weather) as we cannot be held liable for such delays.

### Privacy and Data Protection

Our Privacy Policy is available for you to view at [www.jojoscakes.com](http://www.jojoscakes.com)

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