



INFORMATION

and

TERMS & CONDITIONS

MODERN | LUXURIOUS | ELEVATED

HELLO@RTCAKES.CO.UK | WWW.RTCAKES.CO.UK

PAYMENT

A £100 booking deposit is due immediately to secure the date; your booking is only confirmed once this payment has been received. This deposit is non-refundable and is deducted from the final balance.

Full balance is due no later than 1 month prior to wedding date. Please note, this is not negotiable; if payment has not been made in full by this time, then work on the cake cannot commence.

DESIGN

The style and design of the cake will be agreed during consultation (in person or via email correspondence). Changes to the design may be requested no later than 1 month prior to wedding date. Please note; some changes may result in additional cost.

Buttercream finished cakes and naked cakes are generally not recommended during warmer weather unless the venue has sufficient air-conditioning or ventilation. RT Cakes does not accept responsibility for any damage to the cake caused by heat after set-up at the venue.

Wedding cakes are made with the intention to be consumed on the wedding day. RT cakes cannot guarantee the freshness of the cake(s) beyond that date.



DELIVERY & SET-UP

Delivery and assembly of the cake(s) is subject to an additional charge, dependent on location of venue. The cost is based on distance from CM4 0JN.

Collection from CM4 0JN is available for 1-2 tier cakes and desserts/favours only. RT Cakes cannot accept responsibility for any damage incurred once the cake has left the premises.

Set up/assembly of the cake is included in all delivery quotes. Please note, RT Cakes cannot accept responsibility for any damage incurred after the set up has been completed.

ALLERGENS

Whilst every effort is made to cater for any allergies or dietary requirements you may have, please be aware that all cakes are made and prepared in a kitchen that handles nuts, gluten and dairy products, therefore very small traces of all allergens may be present.

CAKE STAND & PROP HIRE

Cake stands and props are available for hire from £15 per item. A minimum £100 damage deposit will be requested 1-2 weeks prior to the event. This deposit is fully refunded following the return of the cake stand/prop(s) within 5 days of the event, provided the cake stand/prop is still in good condition.

Alternatively, RT Cakes will collect items from your venue subject to a collection fee.



CANCELLATION

In the event of cancellation, a refund will be provided if more than 3 months' notice is given.

If less than 3 months' notice is given, please contact RT Cakes as soon as possible to discuss your options.

Please note; the £100 booking deposit is strictly non-refundable in all circumstances.

RT Cakes has a minimum order value of £600. A reduction in the value of the order below £600 will be considered a cancellation by you, unless otherwise expressly agreed in writing by RT Cakes.

SUSTAINABILITY

RT Cakes is passionate about being as sustainable as possible.

Some of the steps I have taken to support this include using renewable energy to power ovens and appliances, bamboo cake supports rather than plastic, and using biodegradable favour bags.

We use locally sourced ingredients wherever possible, and the majority of the menu is now dairy free.



PHOTOGRAPHY

RT Cakes reserves the right to use photographs of your cake for marketing, advertising or any other purpose.



For the use of any photographs including the client(s), a written request for approval by RT cakes will be sent to the client prior to any publication.

LIABILITY

In the very unlikely event of severe medical, natural, or other emergencies, it may be necessary to designate an alternative Cake Designer.

RT Cakes will make every effort to secure a replacement cake designer able and willing to provide similar products and services at the same/similar cost.

If such a situation should occur and a suitable replacement is not found, responsibility and liability is limited to the return of all payments received.