

Cake Orders | Terms & Conditions

We reserve the right to modify or amend these conditions at any time. By ordering from Nicole Olivia Cake Designs and paying your deposit to secure our services you are agreeing to these Terms and Conditions.

Payments

We require a 50% non-refundable deposit to confirm an order and hold your date. The remaining final payment is due on collection or a week before delivery. Changes to the previously agreed design may incur extra fees.

We accept bank transfers or cash/card at our bakery as forms of payment. Please see bank transfer details at the bottom of this document.

Refunds & Cancellations

The booking fee is non-refundable due to any loss of business arising from turning away other bookings for that date and any work that has already been completed on your order.

Should you need to postpone your date, Nicole Olivia Cake Designs will try to accommodate where possible. However, should we be unable to fulfil such a request, this will result in a cancellation on the client's part.

In the very unlikely event that Nicole Olivia Cake Designs must cancel your order for any reason, then we will give you as much notice as possible, discuss the matter with you and try to agree a suitable alternative. If you do not wish to accept our suggested alternative, then we will refund the full cost to you.

Cake Designs

All cake designs are the result of the information given to Nicole Olivia Cake Designs by the client. The interpretation of client's bespoke requirements and amendments to the design are approved by the customer during the order process; written/verbal descriptions and a diagram may be used to explain what the customer will receive. Nicole Olivia Cake Designs reserves the right to make minor changes to best suit a design if they feel it necessary, and these changes may not always be communicated to the customer.

Nicole Olivia Cake Designs will do its best to match any colour requests for icing, but we cannot guarantee an exact Pantone match as colours present differently in different materials. We aim for a close-to-perfect match, but this is not always possible.

Order Changes

If you have any queries or need to make any changes to an order, please contact us immediately. Alterations and amendments must be submitted in writing by email to bookings@nicoleolivicakes.co.uk - not via social media messages.

We will endeavour to make the alteration where possible dependant on the design and amount of notice given. We will let you know its effect on the price. Accepting any alterations is at the discretion of Nicole Olivia Cake Designs. Alterations must be made prior to 6 weeks before your date. It is the client's responsibility to check any quotes and invoices thoroughly before making payment. In an extremely rare situation, last minute design changes by us may need to be made and we reserve the right to make these decisions without prior arrangement if circumstances beyond our control compromise the quality of the finished product. e.g. weather conditions. We will endeavour to keep any changes minimal, but the client will be notified of any major design change and this will never be done without the client's prior permission.

Non-Edible Ingredients/Decorations

Our cakes may contain non-edible ingredients or decorations, such as plastic or wooden dowels in tiered cakes or wires in some sugar flowers. These will be detailed on the Delivery Note and must be removed before serving or eating.

Allergies & Special Dietary Requirements

Upon enquiring about your cake, it is important you inform us of any allergens that may affect anyone eating the product.

We have a specific flavour list for different allergens so please ensure you make us aware. We must stress that although every reasonable care and effort is taken in the preparation, we can NOT guarantee your product will be 100% trace free of allergens. We bake in an environment that handles: Nuts, Peanuts, Gluten, Eggs, Dairy, Soya, Sulphur Dioxide (Dried Fruits) and Mustard.

Please note all our cakes are suitable for vegetarians.

In purchasing a cake from Nicole Olivia Cake Designs, you agree that it is your responsibility to inform your guests of the allergens in this product and to carry out your own risk assessment if required.

Nicole Olivia Cake Designs CANNOT ACCEPT RESPONSIBILITY FOR ANY CROSS-CONTAMINATION FOLLOWING COLLECTION/DELIVERY. This may occur if my cakes come into direct contact with food products containing wheat/gluten, eggs, dairy; if they are handled with utensils or placed on surfaces previously used for food containing avoided ingredients without adequate cleaning.

Delivery / Collections

Cake collections are usually after 1PM to allow time to bake and add finishing touches to your cake in the morning. A collection time will be agreed on at the point of booking.

Should you wish for Nicole Olivia Cake Designs to deliver your order, please ensure that you provide us with the correct address and postcode for delivery/set-up. We cannot be held liable for any damages to the cake or products once we have delivered and set up the cake at the venue or delivery location and given the delivery information by hand to a member of staff to confirm the safe receipt of the goods.

Our delivery fee depends on the location of the venue and a price will be provided. We don't travel any more than an hour each way as a rule as cakes don't really like to travel.

Whilst every effort is made to deliver your cake in perfect condition, we cannot be liable for any faults that may occur on delivery due to un-kept roads, in the very rare and unfortunate case that anything was to happen we would make every effort to repair your cake to its original design.

Post Delivery / Collection

Please note that cakes placed outside (especially in marquees) are liable to react to the temperature. In hot or humid weather there is the possibility of sugar decorations melting or damage to the cake. Cake tables should be placed in a cool area.

Some of our cakes may have non-edible items or toppers on them and we advise removing these before serving the cake.

Damages

In the unlikely event that your order arrives damaged, it is the customer's responsibility to report the damage to us within 48 hours and send photographic evidence of the damage within 7 working days if you wish to claim a refund or replacement. Nicole Olivia Cake Designs will not take back any undamaged goods from the client unless agreed in writing by Nicole Olivia Cake Designs. Nicole Olivia Cake Designs accepts no liability for cakes that are damaged after they have been delivered to the agreed location.

Shelf Life

Once cakes have been cut into the shelf life will be reduced, usually it will last 5-7 days after the date. You can freeze your cake after the day for up to 6 months, to do this cut in to chunks and double wrap in cling film.

Social Media

Nicole Olivia Cake Designs regularly updates all social media platforms with our latest work, behind the scenes pictures, close-up shots and pictures of your cake after the day. All posts are done tastefully and positively. Unless you opt out, on ordering you agree that Nicole Olivia Cake Designs can name you by first name terms on social media.

Complaints

If you wish to make a complaint to us or let us know any concerns after receiving the cake, please do so in writing to bookings@nicoleoliviacakes.co.uk . Evidence of any faults, damages or discrepancies should be included. Any refunds will be given entirely at our discretion.

By purchasing a cake by Nicole Olivia Cake Designs, you agree to all the above.	
Bank	Starling
Account Name	Nicole Mellor
Account Number	75865626
Sort Code	60-83-71
Reference	Please put your name as reference.

Thank you for your business!