



Terms and Conditions

Prices

You agree to pay JR Cakes the price quoted at the time of ordering. All of our prices exclude VAT, we will inform you if we become VAT eligible. Prices for our products are subject to change without notice. We have a minimum spend of £150 for weddings and a minimum spend of £45 for other celebrations.

Bookings Fee & Deposits

All orders require a non-refundable booking fee of £50. This booking fee covers our correspondence and administration time, and secures your date. Once deposits are received and cleared your booking date will then be fully secured. All orders over £1,000 require a non-refundable 25% booking fee.

Payment instalments

The final balance is due 4 weeks prior to your wedding date as specified. Failure to make the payment of the remaining balance may result in your order being cancelled and your date being made available to another customer. Full payment is required at the time of booking for cakes ordered with less than 4 weeks between order and delivery.

JR Cakes offer a 0% interest payment plan to suit the customer - this is available with monthly instalments if booked a year in advance. Please ask for more details.

Payment methods accepted are cash, BACS transfer or PayPal.



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Late or Non-payments

Late or non-payments could result in loss of your booking date. The order will not be processed until alternative funding has been agreed and payment made in full. Completion of the order on the required date will not be guaranteed in these circumstances.

Cancellations and Changes to Dates

Wedding Cakes: Cakes cancelled prior to 4 weeks of delivery date: a non-refundable booking fee of £50 will be retained. Less than 4 weeks: 100% of the total cost payable will be retained. This is because we are unlikely to be able to fill the spot with another customer at short notice.

Change of wedding date: If for any reason you wish to rearrange the date of your wedding, we will try our best to accommodate these changes without any additional charges provided sufficient notice is given. However if we are fully booked on your new wedding date and cannot provide the wedding cake, it will not be possible to refund your booking fee.

Other celebration cakes: If cancelling 4 weeks or more in advance, a £50 non-refundable booking fee will be retained. If cancelling between 2 - 4 in advance, 100% of total cost payable will be retained. If you require a change of collection date, we will try our best to



accommodate these changes but could be fully booked for your new date, in which case the above cancellation policy will apply.

All cancellations must be made in writing to enquire@jrcelebrationcakes.co.uk

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Stand Hire Service

We have a selection of stands available for hire. All stands require a deposit (quoted upon enquiry) which is fully refundable on return of the hired stand within 3 days. Any damages will be deducted from the deposit, if loss has occurred then the deposit will be retained in full.

Delivery and Collection Service

On the day of collection your order may be collected at a pre-arranged time as agreed. Customers can collect free of charge. Not all cakes are suitable for collection and you will be advised of this at time of ordering. JR Cakes accepts no liability for self-assembly cakes that are not assembled according to instructions provided. Please note cakes can be very heavy and may come in several boxes.

For deliveries, we will arrive at the time and address agreed on the invoice. If we can't deliver because there is no one there to receive it, the cake will return to our studio for re-delivery or collection. Additional delivery charges will be applied for re-delivery.

Unless stated as included in your order, JR Cakes charge £10 per hour plus £0.45 per mile (round trip) for delivery and set up at venues. Delivery charges include delivery to the agreed location for the specified time, liaison with the caterer or event manager and assembly of the cake in situ.



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Delivery/Setting up of Cake at Venues

Cakes should be inspected on receipt to ensure they were not damaged in transit. JR Cakes require a signed delivery note by the venue/caterer to say that the cake has arrived and is in perfect condition. Should any damage occur once delivery is made, you and the venue e.g. hotel/wedding planner shall be solely responsible for any damage that occurs as a result of failure to follow instructions or advice/instructions we may give in respect of storage or further transportation of the cake.

When positioning your cake at the venue, please take care to avoid direct sunlight, spot lights or candles which may create damage to the cake. Buttercream cakes are not suitable for positioning in hot marquees. Our cakes are designed to withstand reasonable display conditions. JR Cakes accepts no liability for cakes that are damaged during display at your wedding.

Cakes with Fresh Flowers and Non-edible Materials

We are happy to liaise directly with your florist and arrange to set up the cake with flowers supplied at the venue. Please note some flowers are not suitable for use on cakes and it is your responsibility to ensure that the flowers you have chosen are non-toxic and safe to come into contact with food. Your order may contain some non-edible items such



as ribbons, toppers and wire in sugar flowers. We will note these on our delivery form, however you are responsible for contacting your caterer to ensure they remove such items before serving.

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Unhappy with Your Cake?

Please notify us immediately if you are unsatisfied with any aspect of your cake. If a replacement cake cannot be provided, a partial or full refund may be given at the discretion of JR Cakes. In the unlikely event that you wish to complain, this must be made in writing to enquire@jrcelebrationcakes.co.uk within 48 hours of delivery, complaints beyond this time will not be refunded as the condition of the cake may have deteriorated several days later. If the cake is unsatisfactory, we expect it to be returned in full or as close to full as possible, cakes which have been largely eaten will not be eligible for a refund.

Designs

All of our cake designs can be modified but the result is dependent on the information given to JR Cakes by the customer. The interpretation of the customers bespoke requirements to the core designs are approved by the customer during the order process, a written description will be used to explain what the customer will receive. We cannot guarantee to match any colour requests for icing as colours present differently in different materials. Due to the hand made nature of our products, slight variations can occur in the finished cake.



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Alterations to Designs

Any alterations you wish to make to your confirmed ordered cake design must be requested in writing enquire@jrcelebrationcakes.co.uk and we cannot guarantee that we will be able to make the changes requested within a month of delivery/ collection. We will send written confirmation of the changes. Additional requests for alterations may incur further charges.

Consultation and Tasting (Weddings only)

The samples given in the tasting are made to our wedding cake recipes. However every cake is handmade to order and on rare occasions slight variations may occur as a result of this. We offer 3 samples of our most popular flavours at your tasting, should you require further samples these will be chargeable and available for collection only at a pre-arranged date.

Allergies

Any special recipe requests such as 'no nuts' will be met wherever possible. However no absolute nut free or allergen free guarantees can be given, as some ingredients are not guaranteed nut free by the manufacturers and our kitchen is also used to prepare food containing nuts. Allergy information will be provided with all orders.



It is the customers responsibility to make JR Cakes aware of any dietary and allergy requirements required. JR Cakes accepts no liability for customers suffering allergic reactions from eating our cakes.

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Food Safety

We take food safety very seriously so you can enjoy your cake worry free. JR Cakes are fully registered with Gloucester city council and hold a current food hygiene certificate and rating of 5/5 for hygiene and cleanliness.