



(415) 579-2097  
San Francisco, California  
[www.novelacakes.com](http://www.novelacakes.com)

Customer Name:  
Phone Number:  
Email Address:

Event Date:  
Venue/Address:  
Delivery / Set-up time:  
Venue Contact Person:  
Phone Number:  
Email Address:

# of servings \_\_\_\_\_ # of Tiers Preferred? \_\_\_\_\_  
Shapes and Sizes: (Rounds, Squares)

Cake Description:

**Payment:**

We accept payment through Square, Clover, Venmo, Debit/Credit cards (upfront by appointment only)  
50% deposit must be made at the time of order

Initial: \_\_\_\_\_

**Cancellation Policy:**

NovelaCakes has a simple, but firm cancellation policy. 1 month advance notice to cancel your order and a non refundable deposit will be forfeited by NovelaCakes Please understand that when you cancel your order, the supplies have already been purchased with your deposit. Not only NovelaCakes will have lost the money from your order but will also lose potential clients that have been turned away due to your order being on the calendar.

We appreciate your understanding as there are no exceptions to our cancellation policy at any time or for any reason. Please do not call us to ask for an exception to our policy.

Initial: \_\_\_\_\_

**Custom Cake Policies:**

The best way to order custom cakes and other baked goods is by email. Our email address is [matin.eloisa@novelacakes.com](mailto:matin.eloisa@novelacakes.com). When inquiring about cakes or other baked goods, please send us the date of the event, number of servings, inspiration pictures of the cake and materials. *Please note that the actual design may vary to replicate another cake artist's design.* Please note that there is a \$150 minimum order on all custom cakes and a 50% non-refundable deposit is required - this secures your order and is retained as a booking fee.

We recommend a minimum of two (2) weeks' notice to complete your custom order. The total price of your order depends on the following: number of servings, the complexity of the design, delivery and set up time at the venue (if applicable).

Due to the tedious, handcrafted nature of our products, we are unable to provide refunds for custom orders. *A 50% non refundable deposit is required.* Please understand that we cannot issue refunds for custom baked goods that have been

completely done. *Final balance must be paid 2 weeks prior to your event. There is an additional \$25 late fee (per day).* Any adjustment request is acceptable within 4 weeks in advance notice prior to your actual event (price might change at this time, price should not be less than with your original invoice). **WE DO NOT ACCEPT LATE MODIFICATIONS requests.** Please do not contact NovelaCakes for any late modification request. Please understand that when you cancel/reduce your order, the supplies have already been purchased with your deposit. Not only NovelaCakes will have lost the money from your order but will also lose potential clients that have been turned away due to your order being on the calendar. Failure of the above may result in the cancellation of your order.

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**Cake Table:**

The responsible party for the contract is responsible for ensuring that there is a cake table available at the delivery time. It must be prepared before the cake is set up. The table must be secure and level and must be able to support a minimum of 50 pounds. Once the cake is set up, it is no longer the responsibility of NovelaCakes.

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**Delivery:**

Delivery is on a case by case basis. Additional fees will apply. We are conveniently located in the San Francisco area. NovelaCakes will take every step possible to ensure quality of product upon delivery. *NovelaCakes cannot be held responsible for unfavorable conditions at the cake's destination. Any special request upon delivery has a minimum of \$50 fee per hour (set up service fee).*

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**Unavoidable Delivery Occurrence:**

In the case of an unavoidable delivery occurrence, such as a car accident, poor road conditions, inclement weather, etc. NovelaCakes is only responsible for refunding the price of the cake placed in your order.

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**Pick-Up Waiver:**

We advised you to always have your cake delivered. If you chose to have your cake picked up, NovelaCakes is *NOT responsible for damage to any cake once it has left our shop.*

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**Food Colorings:**

Food colorings will not match your event colors perfectly. NovelaCakes will make an effort to recreate the colors/style you are looking for but there will be slight color/style variations.

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**Photographs:**

We always photograph our cakes and we reserve the right to use any photographs for display purposes without compensation to you.

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**Flowers:**

In the case of fresh flower usage on the cake, the responsibility of the flower safety and safe food practices will rest with the florist and not with NovelaCakes. . You acknowledge that fresh flowers are not a food product, and may contain pesticides, insects, dirt, or other contaminants.

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**Miscellaneous:**

We use wooden dowels or plastic to create a good foundation and stability on the cake.

Dowels can be pulled when cutting. It is the Parents/Guardians responsibility and should be aware about the safety hazards and not NovelaCakes responsibility.

***Our products may contain or come into contact with milk, wheat, nuts, soy and other allergens. You agree to notify your guests of the risk and will not hold as accountable for any potential allergic reactions.***

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**FAQ's:**

*Why do you put dowels in a cake?*

*Dowels are the main support system used to stack cakes.*

*So that the weight of the bottom tier will be able to support the top tier. When you stack a cake you are not just placing a cake on top of a cake, you are actually placing the cake on top of those dowels, straws, or supports. So, it's not the bottom tier that's actually bearing the weight of the top cake.*

***It is the responsibility of the customer to ensure that the cake will be stored/set-up in an area that is climate controlled to ensure that the wedding/custom cake remains intact and retains its original condition. Extremely high temperatures and humidity due to weather conditions and the lack of a cool environment at the appointed location may adversely affect the condition of the cake. NovelaCakes will take every step possible to ensure quality of product upon delivery. NovelaCakes cannot be held responsible for unfavorable conditions at the cake's destination.***

**Novela Cakes**

***[martin.eloisa@novelacakes.com](mailto:martin.eloisa@novelacakes.com)***

I have read, understood and accepted the terms of this agreement. I have received a copy of this contract for my records.

Signature of Responsible Party: \_\_\_\_\_

Date: \_\_\_\_\_

Acceptance of NovelaCakes Representative: \_\_\_\_\_

Date: \_\_\_\_\_