



(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:

## Terms and Conditions:

### Payment:

We accept payment through Square, Venmo, Debit/Credit cards upfront by appointment only

50% deposit must be made at the time of order

### Cancellation Policy:

Novela Cakes 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: \_\_\_\_\_

### Wedding Cake Policies:

There is a \$150.00 minimum order on all wedding cakes and a **50%** non-refundable **deposit is required** - this secures your order and is retained as a booking fee. *Final balance, and any adjustments to your order, 1 month prior to your wedding date.* **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.

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

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, and any adjustments to your order, 1 month prior to your event.** **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 have also lost potential clients that have been turned away due to your order being on the calendar.

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

#### **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.

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

#### **Delivery:**

Delivery is on a case by case basis. Additional fees will apply. We are conveniently located in the San Francisco area.

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

#### **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.

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

**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.

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

**Food Colorings:**

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

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

**Photographs:**

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

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

**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.

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

**Miscellaneous:**

Children's safety is important to us, and we encourage parents and guardians to always keep an eye on their kids. To create a good foundation on the cake, we use wooden dowel rods or plastic. It is the parents/guardians responsibility to always keep an eye on their kids, not NovelaCakes responsibility.

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

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 us accountable for any potential allergic reactions.

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

### **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.

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

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.

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

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: \_\_\_\_\_