

## **PRIMROSE CAKES TERMS & CONDITIONS**

(For Orders Placed from 19th December 2024)

### **Introduction**

These Terms and Conditions apply to all wedding cake orders placed with Primrose Cakes, owned by Kristina [Krissy] Quinton. By paying the booking fee, you agree to the terms outlined below. Any reference to "I," "we," "me," or "us" refers to Primrose Cakes. Any reference to "you," "your," or "couples" refers to the clients who are ordering the wedding cake.

Venue representatives can include your event coordinator, wedding coordinator, wedding planner, catering team, or catering manager who are running the event.

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### **Order Process**

- 1.1 All orders are subject to acceptance and availability.
  - 1.2 It is your responsibility to provide us with a valid email address and telephone number so that we can contact you if necessary.
  - 1.3 You shall be responsible for ensuring the accuracy of the details provided by you during the order process. An Order Form/Invoice will be sent to you once design details have been confirmed, and this will be resent with your final invoice 6 weeks prior to your wedding for you to confirm that details remain the same.
  - 1.4 Once your booking fee has been paid, we will provide you with a receipt to confirm this, as well as an Order Form once details have been confirmed.
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### **Booking and Payments**

- 2.1 To secure your wedding date, a non-refundable booking fee of £150 (or another amount stated on your invoice) is required. Your date will be held for 7 days from the date of the invoice. If payment is not received within 7 days, the date will be released. If the 7-day period has ended, clients must confirm with Primrose Cakes that the date is still available before proceeding with payment.
  - 2.2 The final balance of the wedding cake order must be paid no later than 2 months before the wedding date. For orders placed within 2 months of the wedding date, full payment is required within 48 hours of the invoice being sent.
  - 2.3 Payments can be made via Bank Transfer (BACS) or debit/credit card through Stripe. Payment plans may be arranged if agreed in advance (usually at consultation).
  - 2.4 Failure to make payments on time will result in the cancellation of the order, and all payments made up to that point will be retained.
  - 2.5 A final balance payment reminder, including a copy of the final invoice, will be sent at least 2 weeks before the final payment is due.
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## **Delivery and Setup**

3.1 Delivery and setup fees will be calculated after the design consultation. These fees are based on the venue's location and setup requirements and will be included in the final invoice. Primrose Cakes will coordinate with your venue to arrange delivery and setup at least 1 week before the wedding.

3.2 Once the cake is delivered and set up, Primrose Cakes is no longer responsible for any damage to the cake, including damage caused by moving or relocating the cake. If there is a need to move the cake, this must be discussed and agreed upon in advance with Primrose Cakes. While guidance on how to move the cake safely can be provided, Primrose Cakes takes no responsibility for any issues arising from moving the cake after delivery.

3.3 Cake deliveries typically take place on the morning of the wedding. Timeframes are discussed with couples and venues in advance to best suit the timing of the wedding. In the event of unforeseen delays at the venue, Primrose Cakes will make reasonable efforts to adjust delivery, but additional fees may apply if significant time adjustments are required.

3.4 The order invoice will specify the address and anticipated time for delivery. The time of delivery will be confirmed with the venue at least 1 week before the wedding. Amendments to the delivery address or time may incur additional delivery charges to cover time and fuel.

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## **Cake Design and Decoration**

4.1 The final cake design will be confirmed after consultation and a sketch will be included on the invoice. Primrose Cakes reserves the right to make minor changes to the design, including adjustments due to flower availability or structural requirements.

4.2 Primrose Cakes is the only applicator of cake decorations and is not responsible for any decorations or additions to the cake made after delivery. Food safety is a top priority, and only decorations that can be made safe for use with food will be applied.

4.3 Fresh flowers will only be sourced from reputable suppliers, and Primrose Cakes will make the final decision on which flowers are used to ensure they are food-safe. Non-food-safe decorations pose a significant risk to health and may cause medical illness if used on a cake. Where necessary, alternative flower or foliage types will be researched and selected to best match the cake design. Information regarding non-edible or non-food items will be provided with the allergen and cake information form which is given to the venue representative.

4.4 If you have any swatches of ribbon or material, they will help in creating the color theme of your cake. However, due to the variation in materials, an exact match cannot be guaranteed. Please also be aware that images sent digitally may appear differently on different screens, so please inform us of any critical color requirements during the ordering process.

4.5 We will create your finished cake according to the details specified in the Order Form. It is vital you check everything is correct, as exact matches may not be possible for certain materials or designs.

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## Stand and Accessory Hire

5.1 Cake stands and other accessories that enhance the cake design may be hired from Primrose Cakes. Each hired item will require a hire fee and a refundable damage/loss deposit. The amount of which will vary depending on the item. This hire fee and damage/loss deposit must be paid along with the final cake payment.

5.2 The damage/loss deposit covers any damage or loss to the hired items, including but not limited to chips, scratches, cracks, discoloration, or missing parts (e.g., lids, screws). Clients are responsible for ensuring all hired items are returned in the condition in which they were received. Descriptions of the hire items will be given on a separate hire information form via email and a printed copy on the day. Please retain all packaging to protect the items during return.

5.3 Clients must provide correct bank details for the return of their deposit at least 24 hours before the wedding. Failure to provide bank details within this time frame or providing incorrect details will result in a £15 admin fee, which will be deducted from the deposit. If no bank details are provided within 4 weeks of the wedding date, the deposit will be retained.

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## Allergies and Dietary Requirements

6.1 Clients must disclose any allergies or dietary requirements at the time of booking. Although every effort is made to avoid cross-contamination, all cakes are made in an environment that may contain common allergens, including but not limited to nuts, dairy, gluten, and eggs.

6.2 Primrose Cakes can provide cakes with "free from" ingredients upon request, but such cakes are not guaranteed to be 100% allergen-free due to potential cross-contamination. Primrose Cakes is not responsible for any allergic reactions or issues arising from undisclosed dietary requirements.

6.3 Information regarding the allergens used within your wedding cake will be provided on the cake information form that is given to the venue representative. It is the responsibility of the venue representative to provide allergen and dietary information to wedding guests when asked.

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## Cancellations and Postponements

7.1 Cancellations or postponements must be given in writing to Primrose Cakes by email at [krissy@primrosecakes.co.uk](mailto:krissy@primrosecakes.co.uk). The £150 booking fee (or other amount stated on your order invoice) is non-refundable under any circumstances.

7.2 Cancellations made within 6 months of the wedding date will incur a 50% charge of the total balance. Cancellations made within 2 months of the wedding date will be charged in full.

*Example:* If the total balance is £700, cancellations made within 6 months will incur a charge of £350.

7.3 In the event of a postponement, all payments made may be transferred to a new date, subject to availability and within 12 months of the original wedding date. Postponements beyond this period will be treated as a cancellation.

7.4 If Primrose Cakes must cancel the order due to unforeseen circumstances, a full refund of all payments made, including the booking fee, will be issued. In the event of illness or emergency, Primrose Cakes will make every effort to find a reputable alternative to fulfill the order or provide a full refund where appropriate.

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## Use of Images

8.1 Primrose Cakes reserves the right to use images of your cake for marketing, promotional purposes, and social media. If you would prefer not to have your cake images used, please notify me on consultation. Credit will be given to the owner of the photograph. Permission will be asked for by all couples at consultation.

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## Liability

9.1 Primrose Cakes is not responsible for any failure to deliver services due to events beyond its control, including but not limited to extreme weather, natural disasters, or illness.

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## Privacy Policy

10.1 Primrose Cakes will keep your personal information secure and will only use it for the purpose of fulfilling your order and communicating with you. Your data will not be shared with any third parties and will be retained for a maximum of 5 years, after which it will be securely deleted. [View Privacy Policy](#)

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## Complaints

11.1 If you are unhappy with your cake, please inform us within 48 hours of your wedding date. We will attempt to rectify any issues as promptly as possible. Any issues raised after this time will not be covered by Primrose Cakes.

11.2 Complaints about product quality should be submitted via email to [krissy@primrosecakes.co.uk](mailto:krissy@primrosecakes.co.uk) so we can respond appropriately.