



SILVER TULIP CAKES

TERMS & CONDITIONS

Full terms & conditions for Silver Tulip Cakes are detailed below. Paying your deposit means that the terms and conditions are understood and accepted as applying to your order.

PRICES

Prices are non-negotiable and vary depending on your design and the size of the cake.

DEPOSIT

A non-refundable 50% deposit (cake & delivery price) is required to secure cake commission and chosen date. Quote is valid for 3 months; we reserve the right to cancel previous arrangements if deposits aren't paid within 2 months.

Cheques made payable to Silver Tulip Cakes are accepted for the deposit but not as a final payment method.

PAYMENT

Bank Transfer: HSBC Bank, Mrs Bridget Mackay, HSBC A/c no 81293621, Sort code 40-05-17

Please send a courtesy email once transfer has been made. Orders won't be released without final payment:

Wedding cake no later than 7 days before the collection/delivery, a reminder invoice will be issued. Celebration cake on the day of collection (same day bank transfer or cash).

CANCELLATION

Cancellation must be made in writing (by letter or email) to Silver Tulip Cakes and will take effect from the date your letter/email is received; we reserve the right to retain non-refundable 50% deposit. If it is cancelled less than 7 days before the event we reserve the right to seek 100% of the order value. Should the event be postponed, we will transfer the order date if suitable; otherwise it will be treated as a cancellation. We retain the right to cancel the booking in extremely unlikely circumstances beyond our control, e.g. fire or ill health, for which we will issue a full refund.

DESIGN CONDITION, ALTERATION & CHANGES

We don't supply candles

Please read & check the quote thoroughly; Design amendments must be made in writing. Alterations may not be possible and costs may be incurred. Please notify us when you pay the deposit if you are unsure of the design.

We reserve the right to change the design if circumstances beyond our control compromise the quality of the cake, e.g. Melting due to weather. Each cake is hand-made, small variations may occur from the design requested / picture supplied.

DAMAGE

Once the cake has left our premises we cannot accept responsibility for damage caused by:

Travel/transportation, Weather (e.g. chocolate melting) as we have no control over the environment / venue temperature or Floral arrangements that weren't implemented by us (ensure the florist knows which are poisonous).

ALLERGIES & SPECIAL DIETARY REQUIREMENTS

Cakes can be made without gluten, eggs, nuts and dairy free ingredients but our kitchen is not gluten/egg/dairy or nut free.

NON-EDIBLE ITEMS

You will be informed of inedible items; please ensure their removal before consumption e.g. Support dowels in tiered cakes, ribbon, wires in sugar flowers, Swarovski crystals, flower picks & flower tape etc.

DELIVERY CONDITIONS

For orders over £200 only. Charges are calculated on a mileage and time basis. Please ensure the correct ceremony; time and postcode of the venue are supplied. Tiered cakes are most at risk during transport; please check your wedding insurance covers cake damage. Ideal collection time is the day before the wedding.

Late requests for delivery (after securing the booking based on collection) will be accommodated where possible, but cannot be guaranteed as earlier delivery commitments take priority.

We cannot be held responsible for:

- Cake damage once it has been collected from us and left our premises
- Cake damage at the venue once we have left; a responsible person must ensure they're happy with the cake and sign it off. Additional repairs will be charged for, including time and travel costs.