

# PORTER HOUSE

CAKE CO.

Please read these terms and conditions carefully. By paying your deposit you agree to the below.

## Terms and conditions:

1. To confirm your booking a 50% non-refundable deposit is required. The remaining balance is due at the latest 4 weeks prior to your event date. A cancellation made more than a month before the booking date will be subject to a cancellation fee. No refunds will be made in the event of a cancellation made less than 4 weeks before the event date due to loss of business from turning other bookings away, and time and work already invested in the booking.
2. We will endeavour to make any changes to the order which are requested however this will be at the discretion of the seller and may be subject to a surcharge. No changes to the order will be accepted less than 4 weeks prior to the event date.
3. Ingredients and kitchen equipment may come into contact with nuts, milk and wheat and we cannot guarantee that any of our products are safe for consumption by customers with these allergies.
4. There may be non-edible decorations or structural aids, such as dowels, in the cake. These must be removed before serving.
5. No equipment hire is included in the attached invoice nor do we provide tablecloths or cutting knives.
6. We do not work to set designs but in keeping with our own style and every cake is different and unique. Given that all products are handmade to order, variations of size, colour and design may occur.
7. We cannot be held liable for any damage to the cake or other products once they have been delivered and set up at the requested location. If the goods are collected from us we cannot be held responsible for any damage to the cake or products once they have left our premises.
8. Any cake or other product kept outside or in high temperatures indoors is at risk of melting or deforming due to heat.
9. We will always endeavour to deliver at the arranged time, but delivery times cannot be guaranteed. Refunds will not be given for delayed deliveries. If in the unlikely event the delivery is delayed, we will always do our utmost to deliver the cake to you as close as possible to the given delivery time.