



07498 211 116

littlechimesbakery@gmail.com

www.littlechimesbakery.co.uk



Terms and Conditions of Sale

Prices & Ordering

Once your order has been finalised, you will receive an invoice that confirms the details of your order and the price agreed. You agree to pay the company the price quoted. All of our prices exclude VAT. We will inform you if we become VAT eligible. As all our cakes are handmade, they may vary slightly in shape and size. A minimum notice period of at least 4 weeks is required for all cake orders. Full payment will be due at time of ordering if at minimum notice periods. Your details will be kept on file for the purposes of processing your Order and to notify you of any future offers that we may have, as detailed in our Privacy Notice available on our website. If you do not wish to do this, please let us know.

Bookings & Deposits

All orders require a non-refundable deposit of 25%, excluding those orders with less than 4 weeks' notice when full payment will be required at the time of booking. All Orders and Booking Dates are only secured with a non-refundable deposit. Once all deposits are received and cleared, your booking date will then be fully secured, and confirmed by a calendar invite. Payment plans can only be made when booking 6 months or more in advance and the order is more than £150.

Final Payments

The full Balance is due 4 weeks prior to the cake delivery date as specified on your invoice, or immediately if less than 4 weeks. Your invoice email will have the date that the full balance is due. Reminders of the final amount will be emailed to you no less than 7 days before payment is due. Failure to make payment of the remaining balance may result in your order being cancelled and your date being made available to someone else. Electronic payment methods and bank transfers are accepted. Unfortunately we are unable to accept cheques or cash. Once payment has been received an confirmation receipt will be emailed to you.

Late or Non-Payments

Late or non-payments could result in the loss of your booking date. In the event of a late or non-payment, the order will not proceed until alternative funding has been agreed and payment made in full. In these circumstances, subsequent completion of the order on the required date will not be guaranteed and becomes Subject To Availability.

Cancellations

- 4 weeks or more notice: the 25% non-refundable deposit will be retained
 - Less than 4 weeks: 100% of the total cost is payable
- All Cancellations must be made in writing. Verbal phone cancellations will not be binding.



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Change of Celebration Date

If, for any reason you wish to re-arrange the date of your celebration, we will try our best to accommodate these changes without any additional charges provided sufficient notice is given and that we can provide a cake for the rearranged date. If however, we are fully booked on the revised date and cannot provide a cake, it will not be possible to refund your deposit. If you cancel your order after requesting a change of date then no refunds will be made to you (the client) under any circumstances.

Delivery/Collection

We will deliver at the time and address agreed with the customer on the invoice. If we can't deliver because there is no one to receive the product or the address provided is wrong, the product will return to our bakery and will be held for a maximum time of 24 hours, after which they will be disposed of.

Cakes should be inspected on receipt to ensure that they were not damaged in transit, as you (or any third party taking delivery, e.g. family/friend, event planner etc) shall be solely responsible for any damage to any products which occurs (i) after the delivery or collection of any product and/or (ii) as a result of failure to follow instructions/advice that we may give in respect of storage or setting up or further transportation of the cake.

In the event that you collect from us, your order may be collected at a pre-arranged time as agreed on your Invoice. Should you wish to change the collection details we will do our best to accommodate, but cannot guarantee availability. Once a cake has been collected, Little Chimes Bakery will not be responsible for any damage (i) after the collection of any product and/or (ii) as a result of failure to follow instructions/advice that we may give in respect of storage or setting up or further transportation of the cake.

Postable cakes (Treats by Post)

These will be posted to you using a next day tracked delivery service in appropriate packaging, and we will provide confirmation of the delivery date and tracking by email. It shall be your duty to examine the Treats upon delivery to ensure that the delivery is complete. Little Chimes Bakery will not be responsible for any damage caused or incurred by the postal service during transit.

Weddings & large special events

Design Consultation & reserving dates

A non refundable charge of £50 will secure holding your date. This also includes a design consultation meeting (either face to face or by video call). Also cake/cupcake tasting box of a selection of flavours.



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Key timings

- More than a year before event - Date reserved
- A year to 6 months before event - Initial design consultation meeting and tasting. Estimate sent and agreed. 50% of invoice total due.
- 4 months before event - Latest for final design to be agreed & any amendments
- 3 months before event - Final payment due

Estimations & invoices

After the initial design consultation meeting has been held, you will receive an estimate that confirms the pricing and the details discussed. Should there be more than one option being considered, drawings will also be sent by email to review.

Once the final design has been agreed, the estimate will be converted to an invoice that confirms the details of your order and the price agreed. You agree to pay the company the price quoted. All of our prices exclude VAT. We will inform you if we become VAT eligible. As all our cakes are handmade, they may vary slightly in shape and size. Your details will be kept on file for the purposes of processing your Order and to notify you of any future offers that we may have, as detailed in our Privacy Notice available on our website. If you do not wish to do this, please let us know.

Unless arranged 50% will be due 6 months before the event. All Booking Dates are only secured with a £50 non-refundable deposit. Once the 50% deposits are received and cleared, your booking date will then be fully secured, and confirmed by a calendar invite. Payment plans can only be made when booking 6 months or more in advance and the order is more than £150.

The full Balance is due 3 months prior to the event as specified on your invoice, or immediately if less than 3 months. Your invoice email will have the date that the full balance is due. Reminders of the final amount will be emailed to you no less than 7 days before payment is due. Failure to make payment of the remaining balance may result in your order being cancelled and your date being made available to someone else. Electronic payment methods and bank transfers are accepted. Unfortunately we are unable to accept cheques or cash. Once payment has been received an confirmation receipt will be emailed to you.

Late or Non-Payments

Late or non-payments could result in the loss of your booking date. In the event of a late or non-payment, the order will not proceed until alternative funding has been agreed and payment made in full. In these circumstances, subsequent completion of the order on the required date will not be guaranteed and becomes Subject To Availability.

Cancellations

- More than a year before event: £50 Holding fee retained and Booking Date cancelled without charge
- A year to 6 months before event: 50% of the total will be charged (or first payment of agreed payment plan)



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- Less than 3 months before event: 100% of the total cost is payable
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Change of Booking Date

If, for any reason you wish to re-arrange the date of your celebration, we will try our best to accommodate these changes without any additional charges provided sufficient notice is given and that we can provide a cake for the rearranged date. If however, we are fully booked on the revised date and cannot provide a cake, the cancellation charges listed above will apply. If you cancel your order after requesting a change of date then no refunds will be made to you (the client) under any circumstances.

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Food Allergies/Intolerances & Dietary requirements

Any food allergies/intolerances and dietary requirements must be advised in advance, and confirmed on the invoice. We mainly use ingredients suitable for a vegetarian diet. We employ strict care at Little Chimes Bakery to avoid any cross contamination, but cannot guarantee that products are free from any allergen, as it is a home kitchen. Allergen lists for ingredients are available to view on the website, or noted on documentation for deliveries by hand, or full information included in postal boxes. If you have any queries about the ingredients or would like to discuss requirement further, please email littlechimesbakery@gmail.com