

Celebration Cake Terms & Conditions

Cancellation policy

- In the unfortunate event of a cancellation the deposit is non-refundable.
- Any celebration cake cancelled within 7 days will incur a 75% charge.
- Any celebration cake cancelled within 48hrs will be subject to the full charge.
- In the event of a postponement please notify HFK as soon as possible.
- Postponements are subject to availability and must be within 3 months of the original date for the deposit/full payment to be carried over.
- Please note that if a cake has already been started I am unable to accommodate any changes and no refunds will be issued.

Allergies & ingredients

- All cakes are suitable for vegetarians.
- Each cake will come with clear allergen advice. If you require a more precise ingredients list please advise prior to collection.
- Home Farm Kitchen will accommodate certain allergies and avoid certain ingredients when asked at the time of booking, but please be advised that all of my cakes are made in a kitchen where other allergens are used, therefore traces may be present.

Size & portion guide

- Home Farm Kitchen can advise on cake size but this is of no way an exact serving suggestion.

Collection

- Prior to collection you will be sent details of how to find me and instructions for the best way to transport your cake. Please follow instructions carefully.
- All collections, unless otherwise arranged, are to be collected from Home Farm Kitchen which is in our family home. Please respect this by arriving within your mutually agreed time frame. Late collections may have to be re-arranged.
- Once collected, Home Farm Kitchen passes all responsibility onto the client and cannot accept responsibility for any damage caused to the cake during transport or thereafter.

Fresh & dried flowers

- Home Farm Kitchen will happily supply fresh &/or dried flowers for your cake. In the summer months HFK sources flowers either from their own garden or from a local grower both of whom avoid the use of chemicals.
- Fresh flowers will be suitable for close food contact although they may not always be intended for consumption.
- In the instance that you require flowers out of season HFK can advise.
- All pressed flowers or dried petals will be edible.

Cake care

- Please order your cake no earlier than 1 or 2 days prior to the day you intend to eat it. HFK cakes are at their best eaten fresh (not straight from the fridge) but leftovers will keep in an airtight container for approximately 5 days.
- Please be advised that buttercream shouldn't be on display near heat sources or in direct sunlight on a warm day.

Grievances

- Please note that HFK strives to ensure that every cake and its components meet our high standards of quality and appearance.
- Each cake is unique and due to variations in interpretation, HFK cannot be held responsible if a design style differs from your expectations.
- If for any reason you are dissatisfied with the quality of your cake, please contact HFK within 24 hours of receiving your order. Please provide clear details and in some cases photos of the issue so that we can resolve the matter promptly.
- Refunds or replacements will only be offered at HFK's discretion.

Miscellaneous

- Home Farm Kitchen will normally take photographs of your cake prior to collection and reserves the right to use these photographs for marketing purposes.