



TERMS & CONDITIONS

All sales made by Irinascakes are subject to the following Terms and Conditions, which do not affect your statutory rights as a consumer.

Payment of your deposit will indicate your acceptance of our Terms and Conditions.

ORDER ENQUIRIES

Whilst we will always try to accommodate last minute requests, celebration cake orders should be placed at least 14 days in advance. Wedding cake orders should be booked at least 3 months in advance, via telephone, Email or through the business Facebook page. No other forms of communication will be accepted, and we cannot be held responsible for any orders, alterations or cancellations communicated via other means.

It is the client's responsibility to notify us of any dietary requirements during the initial enquiry to ensure an accurate quotation is issued.

DEPOSITS/PAYMENT

A non-refundable 50% deposit is required to secure the commission of your cake and chosen date with Irinascakes.

All prices are non-negotiable. All quotes are valid for 28 days, dates cannot be reserved until the deposit is received. After 28 days a new quote will be issued on request.

Deposits can be made in cash or via bank transfer to Irinascakes.

Please email us with confirmation of transfer to prompt an acknowledgment of the payment.

Final payment for celebration cakes can be made on the day of collection (cash only) or bank transfer 2 days before the collection / delivery.

Final payment for wedding cakes is required no later than 4 weeks before the collection/delivery.

It is your responsibility to remember to send this payment, as a reminder invoice is not issued.

If full payment is not received and cleared through our account before cake collection/delivery, then the order will not be released.

DELIVERY

Delivery is available for celebration cakes free of charge Backwell/ Nailsea area..

Deliveries outside this area will be charged at our standard delivery rate of £0.45p per mile round trip.

Alternatively, celebration cakes can be collected from our premises.

Tiered wedding cakes are delivery only, charged at our standard delivery rate of £0.45p per mile round trip.

Irinascakes cannot be held responsible for any damage incurred at the venue once we have set up the cake and left the premises.

It is your responsibility to ensure that a suitable table is provided on level ground, away from all heat sources, direct sunlight, passing staff or guests, and inquisitive children!

Irinascakes will make every effort to deliver on time however, we cannot be held responsible for circumstances beyond our control for example: adverse weather (snow) or traffic conditions.

In the unlikely event of late delivery, the maximum compensation will be a refund of the delivery charge.



CANCELLATIONS AND REFUNDS

All cancellations must be notified by Email, telephone or via the business Facebook page. If cancellation of an order occurs, we reserve the right to retain your non-refundable 50% deposit. If cancellation takes place less than 7 days before the event for celebration cakes, or less than 4 weeks before the event for wedding cakes, we reserve the right to seek 100% of the order value.

We will endeavor to agree an alternative date subject to availability. If we have started work on your order, any refund issued will be minus all costs incurred.

COMPLAINTS

In the unlikely event you are unhappy with your order, please inform us at time of collection/delivery, so that we have the opportunity to rectify any issues in time for your event. Any concerns arising after acceptance of your order should be made immediately to us. Please retain the cake for our inspection, as consumption is viewed as acceptance that the cake is adequate for purpose.

Refunds are made at the discretion of Irinascakes

DISCLAIMER

From time to time images of our cakes are published in local and industry media, and regularly across social media platforms.

We reserve the right to use our images of any cake made by Irinascakes for publication and advertising now or in the future.

As Irinascakes cannot be held responsible for any damage resulting after collection/delivery has taken place.

Repairs made due to damage after delivery/collection are made at our discretion and could be subject to additional charges.