

AUSEL CAKES & CATERING TERMS & CONDITIONS

By placing an order with Ausel Cakes & Catering you will be deemed to have read, understood and agreed to these Terms and Conditions. If you have any queries about these please email us at auselcakes@outlook.com

DEFINITIONS

The "Seller" is defined as the legal entity Ausel Cakes & Catering The "Buyer" means the person (legal or natural) who buys the goods. "Goods"

GENERAL

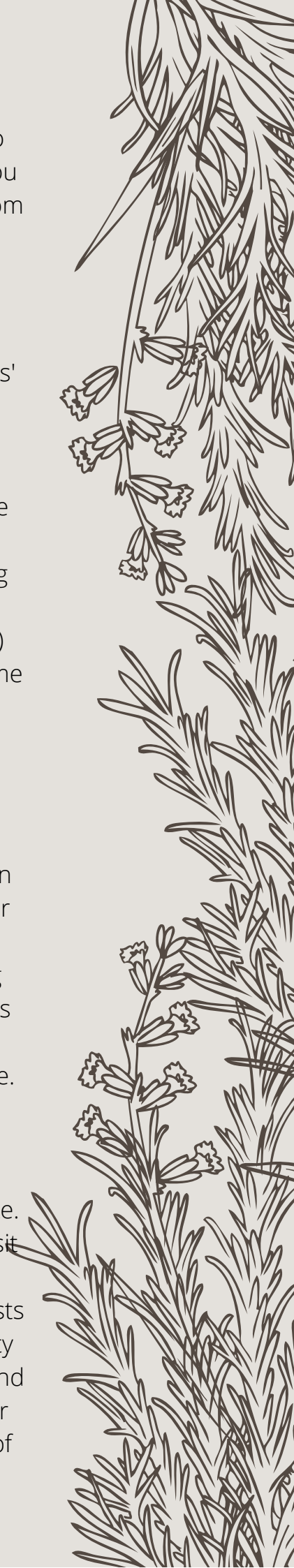
These Terms and Conditions shall apply to the sale of the Goods by the Seller to the Buyer to the exclusion of all other terms and conditions referred except where the Seller has agreed to such variation in writing and by way of signature. By ordering from Ausel Cakes & Catering you agree to be legally bound by these Terms and Conditions ("Conditions") and accept that these Conditions may be modified or amended from time to time.

DELIVERY

We charge £0.45 per mile for delivery, this includes the return journey. Any delivery charges will be explained at the time of ordering. Collection of orders is free. Please note that all wedding cakes / any cake 2 tiers or more must be delivered. Once delivered the cake becomes the responsibility of the wedding venue/customer, Ausel Cakes & Catering cannot be held responsible for any destruction of said cake or products once they are in the care of the venue/customer. It is the customers / venues responsibility to check that everything is correct before we leave.

SET UP

We charge a fixed set up cost of £10 for the safe installation of your cake. For every additional hours after the first spent at the venue and in transit we charge an additional £10 per hour. Travel times are based on the estimations for the time of year, and factor in seasonal traffic. Set up costs of dessert tables are quoted at the time of order. It is your responsibility to ensure that you have provided the company with the set-up details and arrangements made with the venue for the location and display of your cake/order. The company cannot be held responsible for the location of the cake at the venue.





EQUIPMENT HIRE

Stands are available to hire. The cost to hire each stand will be stated in the quote along with a deposit, which is refundable on the return of the stand(s) in good condition. We will collect any hired equipment the day after your event, there will be an additional charge, this will depend on the distance of the venue, and is based on our delivery charges of £0.45 per mile. In the case of dessert tables, all stand hire, set up and retrieval will be included in the quote.

PAYMENT AND DEPOSIT

We require a 30% non-refundable deposit to confirm an order. The remaining 70% is due 2 weeks before the delivery date, at which point all changes must be confirmed (changes to the previously agreed design may incur extra fees). Orders placed less than 2 weeks in advance of the delivery date must be paid in full. Failure to complete payment within 3 days from the delivery date may result in your cake order being cancelled. Deposits are non-refundable. Full payments made less than 2 weeks in advance of the delivery date are non-refundable.

PRICE QUOTATIONS

All price quotations are valid for 30 days from the date of quotation. Your quote will be subject to inflation for the year your order is booked for, orders for 2023 and so on will be priced to allow for inflation in our cost of ingredients & materials etc.

ALTERATIONS

If you have any queries or need to make any changes to an order please contact us immediately. We will assess your request for an alteration and let you know its effect on the price and any agreed timetable. Accepting any alterations is at the discretion of the Seller. Alterations requested less than 2 weeks before completion may be subject to a surcharge.

CANCELLATIONS & REFUNDS

Cancellation up to 4 weeks prior to event date : - 25% of the total order will be non-refundable.

Cancellation between 2 and 4 weeks prior to event date :- 50% of the total order will be non-refundable.

Cancellation within 2 weeks of the event:- 100% of the total order will be non-refundable.

However In the unlikely event that we have to cancel your order for any reason, then we will give you as much notice as possible, and discuss the matter with you and try to agree a suitable alternative. If you are not willing to accept our suggested alternative, then we will refund the full price to you. All cancellations should be made in writing.



COVID 19 PANDEMIC

If your event is cancelled due to COVID19 pandemic or government guidelines we will refund 90% of the full order amount to you.

If the date of your event is rescheduled due to COVID19 pandemic or government guidelines we will speak with you to make sure we have the date available to move your order, if we are unable to take your order on the new date we will issue you 90% refund of the total order amount. Notification of cancellation should still be written no less that 7 days before event date.

PHOTOGRAPHY

On occasion we will photograph our cakes and we reserve the right to use any photographs for display or promotion without compensation to you.

FOOD ALLERGY DISCLAIMER

Ausel Cakes & Catering is NOT an allergy-free kitchen. We cannot guarantee that our products are free from ingredients that may affect those with food allergies. At Ausel Cakes & Catering we recognise the seriousness of food allergies and we recommend that you contact us before you place an order to inform us of any food allergies that you or your party may have, we reserve the right to decline any orders for clients with serious food allergies. Ausel Cakes will not assume any liability for adverse reactions to our products.

The following ingredients are used in our kitchen:

- Milk and other dairy products
 - Eggs
- Nuts: peanuts, pecans, walnuts, almonds, cashews, coconut
 - Wheat and gluten