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Terms and Conditions and Privacy Policy for [www.cookiecrumblecakes.co.uk](http://www.cookiecrumblecakes.co.uk) and associated sites

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## Terms and Conditions

We reserve the right to alter these conditions at any time.

For the purposes of this article, the term 'cupcakes' is interchangeable with 'cakes' or any other baked goods.

## Delivery

We are happy to deliver cakes. There will be a charge for this service. When you get in touch to let us know where you are we will give you a price for delivery if you require this service.

Please make sure that you provide us with the correct address and postcode of your venue for delivery to ensure that your cakes are delivered safely. If you request that we leave cakes somewhere or with someone on your behalf, this is entirely your responsibility. We will not be liable if they do not arrive with you safely after we have handed them over and/or set them up. We will always ask the person receiving the cakes to sign to confirm that they have been received in good condition. Please explain this to them in advance.

We will agree a date and normally, a time for delivery. We will always endeavor to stick to this, subject to disaster or a breakdown. For weekend and wedding deliveries this will always be before 12 noon. We will ALWAYS arrange delivery (and set up) in good time to allow for delays with traffic etc. and we also have a back-up plan for delivery if necessary.

If we are unable to deliver on time due to any unforeseen circumstances we cannot be held responsible for this or any resulting loss.

We cannot be held responsible for any damage to the cakes or the stand after we have delivered them to you or your venue. We would NEVER recommend moving the display once it has been set up so please ensure that the venue is aware that the cake table must be ready in advance of our arrival.

## Booking and Payment for Wedding Orders

To secure your booking with us we will always ask for a deposit of 30% of your total order value. Your date is not secure until we have received those cleared funds. The balance of the cost of your order is due, cleared, one calendar month prior to your event.

We will produce your cakes/display exactly as detailed on your booking form (you will receive a copy of this with your invoice). Please check this very carefully when we send it to you as if there is something you want that isn't on this form, it won't be included, so please add it and send the form back to us. By paying your invoice, you are confirming that what is detailed on that form is exactly what you want us to provide.



## **Booking and Payment for All Other Orders**

To secure your booking with us we will always ask for a deposit of 30% of your total order value. Your date is not secure until we have received those cleared funds. The balance of your order is due cleared, one calendar week prior to your event.

In certain circumstances, Cookie Crumble Cakes may take on “urgent orders” for people who have been let down. Please talk to us if you are in this situation - the full amount would be payable upon placing your order.

You can pay by cash, direct bank transfer or by cheque payable to Cookie Crumble Cakes.

## **Descriptions**

We have done our best to ensure our descriptions and content on the website and social media are accurate but we cannot be held responsible for the consequences of slight errors.

## **Pricing**

We reserve the right to alter our pricing at any time.

## **Website**

All text, images and content of our website is copyright and it may not be used or reproduced elsewhere without our permission.

We cannot be held responsible for the comments of external users posted to our linked sites, including (but not limited to) our Twitter profile, our Facebook page, Pinterest profile or Instagram. If you see anything offensive, please let us know and we will do our best to remove it if we consider this appropriate.

## **Privacy**

We do not sell any data or personal information to any other company and it is not accessible to the public under any circumstances. The information we gather (this could be any or all of the following: name, email address, telephone number, address) will be kept only as long as the duration of the order and up to five days after the order, unless your express permission is given to keep it longer.

The only reason we would keep your contact information is so that we could offer you new products or discounts in the future. You would need to agree to us keeping your information for us to be able to contact you to do this. We will always assume that your permission is not given, so would never contact you with offers after your order if you have not given us permission to do so.

We will always ask permission if we would like to post photographs of your cakes to any of our social media pages. Please note that the design will always remain the property of Cookie Crumble Cakes.