



INFORMATION REGARDING CAKE REQUESTS FOR FAMILIES

PLEASE BEAR THE FOLLOWING IN MIND WHEN REQUESTING A CAKE FOR YOUR CHILD'S BIRTHDAY

REFERRALS

All referrals need to be submitted to us through one of our referral organisations. We are unable to take self-referrals.

NOTICE REQUIRED

We require a minimum of 14 days notice to bake and deliver a cake. Unfortunately, we are unable to accommodate any requests that are less than this 14 day time frame. We aim to confirm the referral request within 72 hours of receipt but on occasion this may be extended due to circumstances beyond our control. Please note that until we have confirmed that we have accepted the referral and allocated a suitable baker for the cake, there is no guarantee that we will be able to bake the requested cake.

CAKE DELIVERIES

Cake deliveries are made to either the offices/premises of your referring organisation or a mutually agreed public place. All deliveries take place Monday to Friday between 9:00 a.m. to 5:00 p.m. unless otherwise agreed with the baker of the cake but we won't be able to confirm this until we have found a baker. It is your responsibility to ensure that you are able to make the delivery date and time. Please note that we will not be able to accommodate any requests to change the delivery date/time once the referral has been confirmed. However, you can send a third party to collect your cake providing they bring with them a letter from you confirming that you authorise them to collect your cake and they bring ID with them. If you want a third party to collect your cake for you, please make sure you indicate this at the time the referral is made. If the cake is not collected as arranged, the cake will be forfeited and donated to a local food bank

THE CAKE

We do our best to accommodate requests for allergen free or diabetic compliant cakes etc. but only a few of our bakers are able to accommodate such requests and if none of them are available to make the cake we will unfortunately not be able to honour the referral.

Please note that if the cake request does not specify any allergies etc. that we need to take into consideration, the cake will not be baked and decorated to meet any such criteria. This means that the family is responsible for ensuring that no one eating the cake has any allergies etc.

Our cakes are not baked by professional bakers but by enthusiastic and talented amateur home bakers. They will do an excellent job with your cake but the cake will not be baked and decorated to professional standards. Please bear this in mind when submitting your request to avoid disappointment.

All of our cakes are single tier cakes. We are unable to bake cakes that are more than one tier so please do not request a multi-tier design. Cakes are limited to a maximum size of approximately 20cms x 20cms unless agreed otherwise in advance.

If you have a design in mind, say a picture you have found on the internet or in a book, we will do our best to reproduce it but we cannot guarantee an exact match to a picture and the cake may be an interpretation rather than an exact replica

Please note that if you change your mind about the design of the cake once your referral has been confirmed we will be unable to accommodate any request for changes. Therefore, please make sure that you have finalised the details of the cake before submitting your request.

Our bakers take photos of all the cakes we bake for our records. We do also use these photos for publicity purposes to promote the project as a whole. No photo of any cake we use for publicity purposes will contain any identifying personal information relating to the family or any information relating to the referring organisation either in the photo or attached to the photo or in the metadata. However, if the child's name has been requested on the cake then this will be visible in the photograph. If you object to a photo of the cake we bake for you being used for publicity purposes as noted above then please indicate this when you make the referral request.