



THE ORCHID KITCHEN

•SIMPLY BEAUTIFUL WEDDING CAKES•

Terms & Conditions

The Orchid Kitchen
120 Bedminster Down Road
Brunel View, BS13 7AF, Bristol
07481109592

TERMS & CONDITIONS OF SALE

PRICES

YOU AGREED TO PAY THE COMPANY THE PRICE AS QUOTED ON YOUR SIGNED ORDER FORM.
ALL OUR PRICES INCLUDE VAT. WE WILL INFORM YOU IF WE BECOME VAT ELIGIBLE.

BOOKINGS & DEPOSIT

ALL ORDERS AND BOOKING DATES ARE ONLY SECURED WITH NON-REFUNDABLE DEPOSIT.
ONCE DEPOSITS ARE RECEIVED AND CLEARED YOUR BOOKING DATE WILL THEN BE FULLY
SECURED. ALL WEDDING CAKE ORDERS REQUIRE A NON-REFUNDABLE DEPOSIT OF 35%.
OTHER CELEBRATION CAKES REQUIRE A NON-REFUNDABLE 25%.

FINAL PAYMENTS

FULL BALANCE IS DUE 5 DAYS PRIOR TO THE CAKE COLLECTION DATE AS SPECIFIED ON YOUR
ORDER FORM OR AS STATED ON YOUR ORDER FORM. ON YOUR INITIAL INVOICE THE DATE OF
THE FULL BALANCE WILL BE INCLUDED, AND A REMINDER OF THE FINAL AMOUNT WILL BE
EMAILED TO YOU NO LESS THAN 7 DAYS BEFORE PAYMENT IS DUE. FAILURE TO MAKE
PAYMENT OF THE REMAINING BALANCE MAY RESULT IN YOUR ORDER BEING CANCELLED AND
YOUR DATE BEING MADE AVAILABLE TO SOMEONE ELSE.

PAYMENT METHODS ACCEPTED ARE BANK TRANSFER. PLEASE WRITE YOUR NAME AND
SURNAME AS A REFERENCE. ONCE PAYMENT HAS BEEN RECEIVED AN EMAIL CONFIRMATION
RECEIPT WILL BE SENT TO YOU TOGETHER WITH YOUR ORDER FORM.

BANK ACCOUNT DETAILS:

JOANNA KIELISZCZYK
LLOYDS BANK
30-98-98
21054168



THE ORCHID KITCHEN
•SIMPLY BEAUTIFUL WEDDING CAKES•

LATE OR NON-PAYMENTS

LATE OR NON-PAYMENTS WILL RESULT IN LOSS OF YOUR BOOKING DATE. IN THE EVENT OF A LATE OR NON-PAYMENT, THE ORDER WILL NOT PROCEED UNTIL ALTERNATIVE FUNDING HAS BEEN AGREED AND PAYMENT MADE IN FULL. IN THESE CIRCUMSTANCES, SUBSEQUENT COMPLETION OF THE ORDER ON THE REQUIRED DATE WILL NOT BE GUARANTEED AND BECOMES SUBJECT TO AVAILABILITY.

CANCELLATIONS:

WEDDING CAKES: 12 WEEKS OR MORE: 50% OF THE TOTAL COST WILL BE RETAINED. LESS THAN 12 WEEKS: 100% OF TOTAL PAYABLE.

OTHER CELEBRATION CAKES: 4 WEEKS OR MORE: 25% NON- REFUNDABLE DEPOSIT WILL BE RETAINED. LESS THAN 4 WEEKS: 100% OF TOTAL COST PAYABLE.

ALL CANCELLATIONS MUST BE MADE IN WRITING. VERBAL PHONE CANCELLATIONS WILL NOT BE BINDING.

CHANGE OF THE DATE:

IF FOR ANY REASON YOU WISH TO RE-ARRANGE THE DATE OF YOUR PARTY/ WEDDING, WE WILL TRY ITS BEST TO ACCOMMODATE THESE CHANGES WITHOUT ANY ADDITIONAL CHARGES PROVIDED SUFFICIENT NOTICE IS GIVEN AND THAT WE ARE ABLE TO PROVIDE A CAKE FOR THE RE-ARRANGED DATE. HOWEVER, IF WE ARE FULLY BOOKED ON YOUR NEW DATE AND CANNOT PROVIDE THE CAKE, IT WILL BE NOT POSSIBLE TO REFUND YOUR DEPOSIT. THE LIMITING FACTOR WITH ANY CAKE PROVISION IS USUALLY THE CAKE SET-UP. AS A COMPROMISE, IT MIGHT BE POSSIBLE TO PROVIDE YOU WITH THE CAKE PRIOR TO YOUR EVENT DATE, BUT UNDER THESE CIRCUMSTANCES IT WILL BECOME YOUR RESPONSIBILITY TO COLLECT, DELIVER AND SET-UP THE CAKE AT THE VENUE. IF YOU CANCEL YOUR CAKE ORDER WITH US AFTER REQUESTING A CHANGE OF THE DATE NO REFUNDS WILL BE MADE TO YOU (THE CLIENT) UNDER ANY CIRCUMSTANCES.

DELIVER/ COLLECTION.

COLLECTION: ON THE DAY OF COLLECTION, YOUR ORDER MAY BE COLLECTED AT A PRE-ARRANGED TIME, AS AGREED ON YOUR ORDER FORM. SHOULD YOU WISH TO CHANGE THE COLLECTION DETAILS WE WILL DO OUR BEST TO ACCOMMODATE BUT CANNOT GUARANTEE AVAILABILITY.

DELIVERY: WE WILL DELIVER AT THE TIME AND ADDRESS AGREED WITH THE CUSTOMER ON THE INVOICE. IF WE CAN'T DELIVER BECAUSE THERE IS NO ONE TO RECEIVE THE PRODUCT OR THE ADDRESS PROVIDED IS WRONG, THE PRODUCT WILL RETURN TO OUR BAKERY AND WILL BE HELD FOR A MAXIMUM TIME OF 24 HOURS.

DELIVERY/SETTING UP OF YOUR CAKE AT VENUE:

CAKES SHOULD BE INSPECTED ON RECEIPT TO ENSURE THAT THEY WERE NOT DAMAGED IN TRANSIT, AS YOU (OR ANY THIRD-PARTY TAKING DELIVERY, E.G. HOTEL/ WEDDING PLANNER ETC.) SHALL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO ANY PRODUCTS WHICH OCCURS (I) AFTER THE DELIVERY OR COLLECTION OF ANY PRODUCT AND/ OR (II) AS A RESULT OF FAILURE TO FOLLOW ANY INSTRUCTIONS/ ADVICE WE MAY GIVE IN RESPECT OF STORAGE OR SETTING UP OR FURTHER TRANSPORTATION OF THE GOODS.



ALLERGIES:

ANY SPECIAL RECIPE REQUEST SUCH AS 'NO NUTS' WILL BE MET WHENEVER POSSIBLE. HOWEVER, WHILST YOUR CHOSEN CAKE WILL NOT BE MADE WITH NUTS OR ANY NUT PRODUCT, NO ABSOLUTE NUT FREE GUARANTEES CAN BE GIVEN, AS SOME INGREDIENTS ARE NOT GUARANTEED NUT FREE BY MANUFACTURERS. ALLERGY INFORMATION WILL BE PROVIDED WITH ALL ORDERS.

I HAVE READ AND ACCEPTED THE ABOVE TERMS & CONDITIONS

Signed:

PRINT NAME:

DATE: