

Cancellations or Postponement due to COVID or other illness

In the current climate we are living in, many of my clients have reached out with concerns on what happens if they need to cancel or postpone due to Covid or other situations. Cake Cultures Terms & Conditions are sent out with each invoice, but to confirm what happens under these circumstances, please see the T & C's below relating solely to cancellations or postponements. As always, I will always try to work with all clients to find a satisfactory solution however, please be advised the following:

1. If you have paid a deposit, as per the standard Terms & Conditions of order, these deposits are non-refundable in the event of a cancellation. The deposits are there to confirm and hold your date. This enables Cake Culture to not over book dates. The deposit goes towards administration costs* and is sometimes used to purchase custom items for your design. For example; cake toppers, custom edible images and specialty items that we don't carry as stock items. You can choose to hold the order for a later rescheduled date and the deposit will be held against the order.
2. If you choose to postpone your event and have done so more than 7 days prior to your event, Cake Culture will agree to keep the original price quoted for your order, unless you change the design, size or flavour of the order, in which case there may be a surcharge involved.
3. If you have paid for your cake in full and if work on your cake has not been commenced, a full refund will be offered (less the deposit) OR your payment can be held with the order postponed and rescheduled to a new date. Please note: If specific items have been purchased for your order e.g.: custom toppers this will be deducted from refund and you are welcome to collect these items for your own use.
4. If your order has been paid for in full and work has commenced on your cake or the cake is completed, then a refund will not be possible if you choose to cancel or postpone. In this event, you will need to arrange to collect your order and either give to family and friends to share or freeze the cake (Instructions on the best way to do this will be provided) and use the cake for a later date. If you are not able to collect the cake due to having to isolate, then Cake Culture can arrange a delivery to your door (Contact free) for a fee if your cake was not due for delivery to a venue.
5. If you request bringing your function forward to avoid impending restrictions, I will do my best to accommodate you, however a shortened time frame may mean making adjustments to your final design. Therefore, Cake Culture, has the discretion to either – alter the final design and adjust the final price to the lesser amount due; or cancel the order completely and refunding your final payment minus the deposit and what's been spent to date on your order. (Please note this option will only be considered if it's humanly impossible to complete the order within the new shorter time frame given).

Cake CULTURE —CAKE DESIGNER

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6. Cake Culture retains the right to cancel the booking in very unusual circumstances beyond our control, such as ill health or family emergency, during which Cake Culture will refund any money taken in full. If possible, Cake Culture will recommend or source another local cake decorator that may be available to take on your order, but cannot guarantee that the quoted cost by Cake Culture will be the same.

**Note: Administration costs - This covers items such as the time taken to quote, write up and invoice your order. It also covers the time used to coordinate with suppliers, florists, venues and event managers for your event. Order stock and specific items your design may require. Please do not ask to refund the deposit as you would be asking Cake Culture to work for free.*