

## A Little Bit Fancee Terms and Conditions

Please read these Terms & Conditions carefully.  
By accepting my quote and paying a deposit you  
are agreeing to the Following Terms & Conditions.

### DEPOSIT, CANCELLATION AND REFUND POLICY

- This quote is valid for 7 days from date of issue.
- Upon overall design of your cake being finalised and proceeding with the order a 50% deposit will be required within 7 days. Should your quote fall under \$200 or be within 14 days of the date required, full payment is required to confirm your order.
- If the deposit is not received within this timeframe the booking may be cancelled. Upon receipt of the deposit, your booking is secured, and the quoted price remains fixed for the details outlined in the quote.
- The balance of the quote is due in full no later than 2 weeks before your order is required.
- If the event is less than 14 days away, the quote will be due in full 4 days from the date it is issued.
- Our method of payment is via Cash or Direct Deposit. Please note I do not accept cheques nor do I have eftpos facilities.
- Paypal/Credit card payment is available with a 3% surcharge on the total price.
- Failure to make payments by the due date MAY result in your order being cancelled; please contact me asap to discuss any problems/ possible late payment.

### HOLDING A DATE OVER 6 MONTHS IN ADVANCE

- If the date of the cake / event is over 6 months away, a holding deposit of \$100 is required to ensure the date is booked for you. A design will be quoted on 6 months prior to booking date.
- It is up to the client to contact ALBF to begin the process with the quote/invoice number issued above.
- This fee will be refunded should you choose to go ahead with another cake decorator.
- All requests for cancellation must be made in writing and sent to [info@alittlebitfancee.com.au](mailto:info@alittlebitfancee.com.au).
- If a date holding cancellation is received and it is more than 4 weeks prior to the agreed completion date, your deposit will be refunded in full.
- If a cancellation is received and it is less than 4 weeks prior to the agreed completion date your deposit will be forfeited

### IN THE EVENT OF A CANCELLATION

- All requests for cancellation/postponement must be made in writing/email. Please include Invoice number.
- If a cancellation is received and it is more than 4 weeks prior to the agreed completion date your deposit will be refunded less a \$25 administrative fee.
- If a cancellation is received and it is less than 4 weeks prior to the agreed completion date your deposit will be forfeited. This is because all bookings are date specific and your deposit will be used against other orders which were declined in order for your booking.
- If a cancellation is made less than 4 weeks prior to the agreed completion date and full payment has been received, you will forfeit your deposit. The remaining balance will be refunded into your bank account via direct deposit.

### COVID CANCELLATIONS/POSTPONEMENT

The recent short notice Covid lockdowns have affected many functions and are always difficult for clients. I will always try to work with all clients to find a satisfactory solution however, please be advised the following conditions will apply in these circumstances.

- All requests for cancellation/postponement must be made in writing/email. Please include Invoice number.
- If work on your cake has not been commenced a full refund will be offered (minus \$25 admin fee) or your payment can be held with cake postponed and rescheduled to a new date. If specific items have been purchased for your order eg: custom toppers this will be deducted from the refund and you are welcome to collect these items for your own use.
- In the event your function cannot proceed due to restrictions, if your cake has been started or completed, I will be unable to refund. Your cake will need to be collected or delivery arranged. Should you wish to freeze your cake, I will provide correct and food safe instructions for you.
- If you request bringing your function forward to avoid impending restrictions, A Little Bit Fancee will do its best to accommodate, however a shortened time frame may mean adjusting your final design. A Little Bit Fancee will do their utmost to ensure we provide you with a centrepiece cake for your celebration.
- If you wish to postpone your date to when a new date is available, no extra fees will be charged by A Little Bit Fancee with regards to the original cake design (no changes). However, this **does not** apply to delivery charges should the destination be at a different location.
- If you would like to alter your cake design, extra fees may be applicable. See below "Design and Flavour Changes".

- All bookings who wish to postpone rather than cancel will receive priority to the new date requested.

#### DESIGN AND FLAVOUR CHANGES

- Minor changes to the design will be accepted after a deposit is received up to 4 weeks prior to your event.
- Should the design change, A Little Bit Fancee will endeavour to accommodate your changes, however, I reserve the right to amend the quote accordingly (where applicable) to reflect the changes required. An administration fee may also be charged.
- Any changes to the original order are subject to viability and quote review.
- Date Changes must be submitted in writing and the new date is subject to availability.
- Any errors, corrections or updates to your order must be submitted in writing. Your amended order will then be reissued for your records.
- Whilst all care is taken to complete your order as specified- Factors including but not limited to, weather and supply unavailability MAY result in design changes. Design changes are at A Little Bit Fancees' discretion. All cake designs are subject to artistic license, and should I need to make such changes no further correspondence will be entered into.
- In the event that an agreement not being reached on changes to the revised quote, the normal cancellation procedure is applicable.

#### ADMINISTRATION FEE

- Please understand that we aim to provide you with a high level of service and want to ensure you have the best possible experience with us. However, excessive emailing, phone calls, extra requests for quotes or design changes may result in an administration fee being charged.

#### SUPPLYING YOUR OWN DECORATIONS, FLOWERS & CAKE STANDS

- If you choose to supply your own ribbons, or decorations, they must be suitable for your cake- e.g. enough ribbon, correct thickness, fabric suitability for the design etc.
- Any figurines supplied for your cake, must be able to be easily attached to your cake- preferably being able to stand alone, or with the aid of inbuilt supports.
- All cake stands must be suitable size and strength to hold the cake.
- All stands should be clearly labelled and awaiting at the venue or delivered directly to A Little Bit Fancee by prior arrangement.

- A Little Bit Fancee cannot be responsible should your cake stand not be suitable on the day of delivery. If necessary, A Little Bit Fancee may choose to NOT use your stand if it cannot bear the weight of the cake/cupcake/macarons or is not of a suitable size and diameter.
- All items supplied for your cake, must be clearly marked with your name & date.
- Any items which do not meet hygiene and food safety requirements will be unable to be used.
- You are welcome to supply your own fresh flowers on the condition that:
  - They are individually wired and taped; pre clustered or set in a previously agreed fashion.
  - Should your flowers not be supplied subject to the conditions, A Little Bit Fancee reserve the right NOT to place them onto your cake. This is a food safety issue.
  - Flowers must be delivered to the reception venue or to me – at a mutually suitable time.
  - You are responsible for ordering the correct amount/size of flowers through your florist. Damaged, bruised or poor-quality blooms supplied by you are your responsibility.

Please don't hesitate to call me or to pass on my details to your florist if you have any questions.

#### FLAVOURS

- A Little Bit Fancee's cakes are all freshly baked and custom made to order. Our most popular flavours are listed in the Cake Flavours page on our website. Should you require a flavour that is not listed including gluten, dairy, nut free or vegan please ask us.

#### TASTE TESTING/CONSULTATIONS (WEDDINGS ONLY)

- A Little Bit Fancee is a web based business. I find that it is much easier to keep track of all our conversations online via email rather than face to face or by phone. That way, conversations can be referred to at a later stage and everything we have discussed previously is in one place. At this point in time, consultations/meetings are not available. However, we do offer Cake Tasting Boxes available for you to pick up (only) every 2 months.
- Cake Tasting Boxes are available to purchase for \$35 or if your wedding is confirmed and booked in (paid via deposit or in full) you may receive a Cake Tasting Box at no charge.
- Cake Tasting Boxes are available to pick up on selected dates only. See our website for full details and dates. [www.alittlebitfancee.com.au](http://www.alittlebitfancee.com.au).

#### ALLERGIES

**A Little Bit Fancee will not be held responsible for any allergens in my products.**

- Unless it is specified otherwise on your order, my products may contain or come into contact with dairy, wheat, nuts, soy, and other allergens. It is the clients responsibility to inform their guests that of any risks.

#### **SET UP & DELIVERY**

- Set up and delivery is available for some cakes.
- Available delivery is upon my discretion; charges for delivery will apply & will be subject to location of venue.
- Easy access to the venue needs to be available eg; Close parking, lift access to higher levels
- The cake table needs to be level, stable, clothed and ready for cake placement
- The room should be a suitable temperature for your cake- Air conditioning is best
- You are welcome to collect your cake, Monday-Saturday by prior arrangement.
- If you or your representative elects to pick up and set up the cake, you assume all liability and responsibility for the handling of the cake once it leaves my possession.
- Whilst all due care is taken when boxing your cake, cakes transported by you are done so at your own risk.

#### **STORAGE**

- Where cakes are covered in fondant (or have sugar paste figurines), these should not be refrigerated as this may cause the icing to run due to condensation.
- Storage of these items should be in a cool dry dark place out of direct sunlight & away from heat.

#### **NON-GUARANTEE**

- A Little Bit Fancee cannot be held responsible for any damage to the cake or products once they are delivered and in the care of a client or the venue. Where a client elects to self-transport we are not

responsible for any damage that may be caused during transportation.

#### **STAND HIRE**

- Stand Hire is available on our range of Crystal, Pedestal & Tiered Stands.
- A hire fee & bond is charged
- The stand must be bought back in its original condition to receive the bond back.
- The stands need to be back by Tuesday the week after the function at the very latest, as they may need to be used on that weekend. Any breakages must be reported immediately.

#### **PHOTO USAGE**

- A Little Bit Fancee reserve the right to use any photos we take of your creation for any media related activities such as our website, Facebook or advertising.

#### **YOUR CONSENT**

- By placing an order, you agree to the terms and conditions set out above.

#### **CHANGES TO OUR TERMS AND CONDITIONS**

- A Little Bit Fancee may change their terms and conditions at any time which become effective once published on our website. It is the client's responsibility to read our terms and conditions before ordering and review our terms and conditions periodically to be aware of any changes.

Thank you and look forward to hearing from you.

**Cristina. A Little Bit Fancee**

**[URL: www.alittlebitfancee.com.au](http://www.alittlebitfancee.com.au)**

**[E: info@alittlebitfancee.com.au](mailto:info@alittlebitfancee.com.au)**

**[M: 041 041 6990](tel:0410416990)**