

Terms and Conditions

Cancellation Policy

Please note for all cakes, payment in full is required to secure your order and all sales are final.

When ordering a cake, we require 4 days (96 hours) notice for any changes to your order. We have a no cancellations policy but in the event of an emergency or if your event is cancelled and it's beyond your control, we are happy to move your cake order to a later date or issue a store credit.

Thank you so much for understanding the policy of our small business while we do our best to be flexible to individual needs.

Allergies or Ingredient Sensitivities

All cakes are made in a kitchen shared with soy, milk, eggs, peanuts and tree nuts. If you have any food allergens or intolerances, please speak with our staff about our ingredients before placing your order. A number of our cakes contain a very small amount of alcohol to balance the flavour, this is used as a flavour enhancer and does not taste of alcohol or have any effects of alcohol. Please consult with our staff if in need of an alcohol-free cake. We are happy to oblige.

Ordering, payment, collection, and delivery

We process orders from 9am-5pm Monday – Friday and do not take orders on the weekend or on bank holidays. We require payment in full to finalise and confirm your order. Prices are subject to change until you order is paid for.

Our kitchen is small and our capacity is limited. For this reason, we suggest you allow as much time as possible to avoid disappointment. We have specific time slots that your cake can be ready for collection or delivery. The time slot will be stated on your invoice, please note that unfortunately, your cake cannot be ready earlier than the stated time.

Delivery cost is based on your postcode. We run a 3-hour window for delivery, please note we require a local mobile number for someone at the delivery location for the courier. If you are buying a cake to be delivered as a gift for someone, please ensure you have their full delivery address and contact number. If the address or contact number is incorrect, this may result in a redelivery fee.

Cake Storage & Fresh Fruit and Flowers

All our cakes should be kept in a cool place or fridge between collection and serving. We advise taking the cake out of the fridge one hour before serving to allow it to come up to room temperature. We advise serving cakes with fruit and/or flowers on the day of collection or delivery. Please note our flowers are decorative and not edible.