

Please read the following Terms and Conditions carefully before placing your order with Dolce Fantasia Cakes. By using the Dolce Fantasia Cakes service, you agree to be bound by these Terms and Conditions. We reserve the right to refuse the sale of goods or services or to cancel an order under certain circumstances. Please be aware that all photographs taken of your cakes prior to delivery remain property of Dolce Fantasia Cakes

DEPOSIT INFORMATION

A 50% deposit is required to confirm a booking. No order will commence until a deposit has been paid & received. Once the deposit has been paid, the quoted price remains fixed to the details in the quote.

BALANCE DUE

The balance of payment is due TWO WEEKS prior to delivery. Orders will not be delivered or completed unless paid in full. If placing an order within that two week period, then full payment is due & payable for this order to proceed.

CONFIRMATION OF ORDERS

Please ensure all contact details, personal information, spelling of names, design requirements, delivery & collection details and any requested changes have been properly documented on your cake confirmation. Notify Dolce Fantasia Cakes via Phone or Email immediately of any errors.

CANCELLATIONS/CHANGE OF DATE

All cancellations/changes must be received in writing. If you cancel your order prior to 14 days out from your event, a \$100 cancellation fee will apply. If an order is cancelled within 14 days prior to the event date, then the full deposit will be forfeited. And if your order is cancelled within 7 days of your event, any balances outstanding will be due and payable. If the date is changed, there is a \$50 administration fee "every time" the date is changed. However, if Dolce Fantasia Cakes have to cancel the order with you for any particular reason due to health, family or situations out of our control, a full refund will be provided to you, as well as assistance in finding a suitable decorator with similar experience to complete your order.

CHANGES

We ask that all changes are made prior to the two week cut off period. Thank you for your understanding.

QUALITY

At Dolce Fantasia Cakes we pride ourselves on the quality of our products and services. All our ingredients are of the highest quality. All cakes are made in premises in which nuts are used, every effort is taken to keep ingredients separate however cakes may contain traces of nuts. It is important to remember that cakes are a perishable and delicate product. Our aim is to provide only the freshest and highest quality cakes to our customers.

DAMAGE

If for some reason the cake has been damaged when it has left our premises (whilst in your care), or after delivery to the venue, then we take no responsibility. However, if you request an emergency call-out, we will endeavour to restore the cake to its original presentation, at an agreed call-out fee.

DELIVERY

Delivery of your cake can be organised for you. We require an address to provide a quotation. Cake deliveries are made within reasonable business hours.

VIEWING

The end of the week, when orders are being completed, is a very busy time in the studio. Please do not request images of cakes prior to pickup/delivery, we don't offer this service. Thank you for your understanding,

PHOTOGRAPHS

Dolce Fantasia Cakes reserves the right to take and use photographs of your cake(s) and desserts, before, during and after set up, to use for marketing, advertising, and promotional purposes, without compensation to you.

VARIATIONS FROM PICTURED ITEMS

Please understand if a picture/image is supplied, then in some cases it may be necessary to change a colour or vary a product from the picture as certain items may be unavailable from time to time. We are not copy cat decorators, and can only try to replicate what we can, within our limits. Where items are provided on cakes (plastic figures, toys or handmade sugared items) they are strictly provided as decorations on a cake, and it is advised that these are not consumed. Some figurines and decorations may contain wire or toothpicks which are dangerous if consumed. If there are any breakages or faults with the items after they are removed from the cake, then if time permits these can be replaced at an agreed cost.

REFUNDS

As each cake is unique, so too, are your special requirements and concerns surrounding your order. If there is an issue with your order please note that you must refrigerate or freeze the cake immediately and return it to us on the next business day if we are to consider any refunds at all.

DISCLOSURE OF INFORMATION

Dolce Fantasia Cakes will not disclose any personal information such as your name, address, email or telephone number to any person outside of the company, unless the customer has authorised us to do so or unless required by law to disclose such information. Furthermore, under no circumstances will Dolce Fantasia Cakes sell or receive payments or services for disclosing customer's personal information to any partner or external company.

STORAGE

Buttercream covered cakes, naked cakes and cupcakes should be refrigerated in the box in which they were delivered, and removed from the fridge and brought to room temperature prior to serving.

Fondant covered cakes should not be refrigerated, but stored in a cool, preferably air conditioned room, out of sunlight. Once cut, cakes should be stored in an airtight container or plastic wrap in the refrigerator. Sliced cake and cupcakes can also be stored in an airtight container and frozen for up to 3 months.

ALLERGENS

Please discuss with us if any of your guests have special dietary requirements. Cakes can be made free of allergens such as gluten, wheat, dairy, eggs, nuts etc. Please be aware that although these ingredients can be removed from the cakes, products are made in a kitchen where allergens are used and as such we cannot guarantee that any of our cakes are completely free of all traces for people who are highly sensitive. Dolce Fantasia Cakes cannot be held liable for any allergic reactions

FRESH FLOWERS

If fresh flowers are provided by an outside source, they are required to be available at the venue on the day of the function prior to the cake being delivered. Fresh flowers will not be inserted into the cake without being suitably wired and taped by a florist. If flowers are not available at the time of cake delivery, Dolce Fantasia Cakes will not be responsible for arranging on the cake. Please be advised that fresh flowers are not a food product, and may contain pesticides, insects, dirt, or other contaminants. Dolce Fantasia Cakes cannot be held liable for any reactions caused.

CAKE STAND HIRE

Stand charge is \$40 (non-refundable) - an additional deposit of \$100 is charged for the hire. Stands must be collected by the client after the event and returned to Dolce Fantasia Cakes. The deposit is fully refundable upon return of the stand in its original condition, up to 48 hours after the event. The deposit will be forfeited should the stand be damaged in any way, and a fee of \$20 per day will be deducted from the deposit for each day late unless prior arrangements have been made.

AGREEMENT TO TERMS & CONDITIONS

By proceeding with a purchase you are in agreement with our terms and conditions as stated above