



Celebration Cake and Cupcake Terms and Conditions

Designs

Cake/cupcake designs are the result of the information given to The Gourmet Gob by the customer which may include photographs. The interpretation of customers' bespoke requirements and amends to the design, are approved by the customer during the order process.

Written/verbal descriptions will be used to explain what the customer will receive and outlined in the Customer Quote and Order Confirmation

The Gourmet Gob will do its best to match any colour requests for icing but we cannot guarantee an exact Pantone match as colours present differently in different materials. We aim for a perfect match but this is not always possible.

Allergies & Special Dietary Requirements

All allergy and dietary requirements should be conveyed by the customer during the consultation process with The Gourmet Gob and confirmed in writing. It is the customer's responsibility to make The Gourmet Gob aware of any special dietary requirements that need to be accommodated in the making of their cakes.

Unless otherwise specified, all The Gourmet Gob cakes contain butter, gluten (wheat) and eggs.

The Gourmet Gob accepts no liability for customers suffering allergic reactions from eating our cakes.

Payment Terms

Customers will receive written quotes with a clear breakdown of which costs apply to what aspects of the cake.

Payment in full is required on acceptance of the quote to confirm your order. This secures the date in The Gourmet Gob diary. No order is confirmed until full payment has cleared. We accept BACS transfers and account details are provided on your Quote. We also accept cash and card payments in advance in person. We issue receipts for all payments. We do not accept personal cheques.

The date you have booked your cake is the day it will be ready - If you need it the day before or need early delivery please let us know!

Alterations

Any alterations you wish to make to your confirmed, ordered cake design must be requested via email to Louise Foers. We cannot guarantee that we will be able to make alterations to cakes requested within a week of delivery. If an alteration affects the cost, your balance will be adjusted accordingly and payment will need to be made in full immediately.

Cancellation

Cancellation from 2 weeks to event date: no refund due

Cancellation 2-4 weeks before event: 50% of the payment will be returned

Collection

The Gourmet Gob prefers customers to collect their cake free of charge from 48 Bacres Farm Cottage, Hambleden, RG9 6SB (assuming they are single tier). The Gourmet Gob accepts no liability for self-assembly cakes that are not assembled properly or are damaged during assembly or transportation.

Delivery

We prefer to deliver all our tiered or stacked cakes to ensure the best quality and display on the day. The charge for delivery and set-up will be included in the price quoted to you. We don't currently offer display options for cupcake orders.

The Gourmet Gob does not charge a flat fee for delivery and assembly. All delivery charges are calculated on a distance and time basis and are quoted in the order confirmation. The Gourmet Gob delivery charges include delivery to the agreed location for the specified time, liaison with the caterer or banqueting manager or yourself at your venue and assembly of the cake in-situ. Delivery charges are calculated as starting from Hambleden RG9 6SB. The route taken is at the discretion of The Gourmet Gob.

Damages

The Gourmet Gob accepts no liability for cakes that are damaged after they have been delivered to the agreed location or collected from Hambleden. Cakes picked up from The Gourmet Gob are checked by Louise Foers and checked by the customer on collection. The customer consents that it has been collected in perfect condition by accepting the cake and removing it. Damages after this point are not The Gourmet Gob's responsibility.

All The Gourmet Gob cakes are designed to withstand normal and reasonable display conditions. The Gourmet Gob accepts no liability for cakes that are damaged during display at your event.

If you have any questions regarding any of our terms and conditions, please do not hesitate to call us