**Order Form**

Hello, Thank you for your enquiry! We offer numerous different type of treats, so please take the time to fill out this quick order Form. Please be as detailed and possible and we will contact you back asap! Thank you! Have a lovely day!

Best Regards,
BBKakes

1. Name:
2. Contact Number & Email address?
3. How did you hear from us?
4. What kind of custom treat are you looking for are you looking for your event? (Cakes, cupcakes, cookies, other)
5. When is your event date?
6. When would you need your goodies by date/time?
7. How many people will you be serving?
8. What is your theme/colours?
9. Detail description of your design (if there is a photo you've seen online please attach and email to info@bbkakes.com
10. Any allergies?
11. Will you need your goodies delivered? (Pick up in Islington North London)
12. What is your budget?

13. Flavour & Filling?

14. Message?

Any other information

**Terms and Conditions**

**DEPOSIT AND PAYMENTS**

**ALL** cakes will require a 50% non-refundable deposit to secure the order which must be paid ASAP, with the remaining balance due 3 days before the day of collection/delivery. In the case of orders booked within 7 days the full amount will be required Immediately unless fix date and time has been made. For wedding cakes, the balance will be due 4 weeks prior to collection/ delivery. Surcharge will be added to short notice bookings

**Before any payment is made, BBKakes will accept you have acknowledged the Terms and Conditions of your order. Failure to do so may lead to dissatisfaction. If you have any quires please contact BBKakes Asap.**

**Ways to PAY**:

**Cash**:In Natwest Bank

**BACS(bank transfer)**

**Please use your name as a reference when making payment NOT description of cake.**

**ORDERING FROM OUTSIDE THE UK**

If you are ordering from outside the UK then please notify BBKakes ASAP as Payment will take longer to process. BIC AND IBAN may be needed. To avoid having multiple charges it is suggested you pay in full.

**PLEASE NOTE: YOUR ORDER IS NOT CONFIRMED UNTIL FULL PAYMENT HAS BEEN MADE.**

If**NO payment**has been made within an agreed time frame your order will be cancelled with NO notification from BBKakes.

CANCELLATIONS/CHANGE OF DATE

In the event where a cancellation/change of date, work already undertaken will be chargeable.  This means your 50% deposit or more for work, supplies, loss of earnings and drawings.

COLLECTION/DELIVERY

**Cakes can be collected if preferred or delivered subject to availability with an additional charge.**

**BBKakes is based in Islington North London, but if you require a delivery please state ASAP.**

PLEASE CONFIRM**the time for collection or delivery asap, latest 2 days before.**

If you are early for collection please be advised that you may have to wait. 9:30am-7pm unless otherwise confirmed. Please be advised if you are late for your collection or delivery you may not receive your cake if other arrangements cannot be made in time. It is your responsibility.

Some cakes can at times get damaged during transportation. So it is advised for delicate designs to please bring someone to help support the safe delivery of your cake.

Remember we have all the tools, extra buttercream, flowers etc to fix any cake dilemma.  We would setup and stack your cakes on location so it is as it should be. A minimum 1 hour time frame before your event starts to set up.

Situations to be aware of: transporting cakes on your own. Especially tiered cakes, sculpted cakes, traveling during the very warm weather, driving in the rain and distances 30 Min's or more away.

LIABILITY

Once a cake has been collected / delivered, BBKakes will NOT be liable and cannot be held responsible for any damage or interference to the cakes.

**Allergy ADVICE**

Bbkakes is happy to accommodate your allergies and intolerances.  Cakes and cupcakes available in vegan, eggless and gluten free flavours are limited. Cakes Contain **Wheat flour (glutan)**, whole E**gg**, **Buttermilk**, Butter (from **Milk**), Sugar, Vegetable Fat, Raspseed Oil, and some flavours contain extracts,  Colourings and Flavouring.

Chocolate cakes and Fruit Cakes may contain **traces of** Nuts. **No Nuts** are used in **any** of the cakes.

Please request ingredients for allergens in **Bold** if you are unsure.

**GENERAL**

The cakes may contain nuts or nut product ingredients. The cakes may also contain non-edible products. You will be advised of these and it will then be yours /caterer’s responsibility to ensure that these are removed before cutting and serving the cake to yourself and any guests. You / caterers may also be asked to return non-edible products to BBKakes as it is to enhance the design of the cake and is not charged within your order.

**STORAGE**

Cakes will last for up to 5 days from collection and Cupcakes 2 days. Please do not refrigerate your cake unless told otherwise. It is best kept in a cool dark place on a flat sturdy surface.

**RECYCLE**

Recycle your used clean Cake Boards and Boxes and you can receive money off your next order. Make savings of up to £10.​ Ask for More details!

**COMMUNICATION**

Please limit the amount if communication e.g., emails, calls, Facebook and texts as this can not only cause confusion and delays in other orders.  Email is the best form as each party can referrer back to the messages. Once you have received a confirmation you must highlight all amendments in bold and a new confirmation will be sent back to you

**VISUALS**

Are available on request: **ONE Free** **Sketch** or colour drawings are charged at £10 per drawing. A Photo of your order before collection will be charged at £5.