

JOJO'S VEGAN BAKERY

Terms and Conditions

Orders

Orders can be placed by telephone or email. All specifications and details can be discussed, finalised and recorded via email. Orders are only accepted subject to availability in the diary and deposits being paid to secure the date.

Payments

For all general orders and celebration cakes over £20 a non refundable booking fee of £10 is required to secure your order in the diary.

General order - the remaining balance is due a week before collection.

Celebration cakes - the balance is due two weeks before collection to allow for any preparatory work or special order materials to be purchased.

Wedding cakes - A non refundable booking fee of 25% of overall quote is payable to secure your date in the diary and allow me to block the full amount of time required to make your dream cake, the balance will be four weeks prior to the wedding day

When your booking fee is received your order is confirmed in the diary.

Payments can be made by card payment or bank transfer.

Cancellations

If you cancel your order, your booking fee is non refundable and only transferable subject to discretion and availability. Any new dates are subject to any price increases since the original booking was made. If a further payment/remaining balance has been made, a fee will be charged for any work that has already been undertaken to cover time spent and ingredients used.

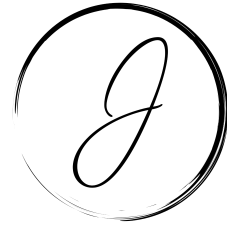
In the unlikely event that Jojo's Vegan Bakery has to cancel an order, a full refund will be issued.

Allergens

Jojo's Vegan Bakery operates from a home kitchen which is fully vegan so does not use any animal products within the kitchen area. Some ingredients may have 'may contain traces' warnings due to their manufacturing methods, these are fully disclosed so you can make an informed decision.

Your bake may contain the following allergens that are used in my kitchen: gluten, soya, nuts, peanuts, sulphur dioxide, sesame, celery and mustard.

All food allergies, intolerances and dietary requirements must be specified during the ordering process. Please note some food colourings may have an adverse effect on the behaviour of children



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Transport

Cakes should be placed in a flat location such as a passenger foot well or safely secured in a car boot. Do not place it on a car seat as the cake will not be level and could be damaged, it could also easily slide off and damage your cake.

Someone's lap is also not level and there is a greater risk of damaging the sides as their fingers may dig into the box and the warmth from their lap may allow the cake to heat up and melt the butter cream/chocolate used to secure the cake to the cake board/drum.

The car boot is not ideal as the cake can slide around, however, if properly bolstered/secured it is possible to transport in the boot. Please be mindful of your driving while transporting a cake, they are very delicate and speed bumps, potholes, excessive braking, acceleration etc. can damage a cake quite easily.

In warm weather please use air conditioning for the duration your cake is in the car. Do not leave your cake in a car in warm weather, buttercream style icing will melt.

Upon reaching your destination please put your cakes in a cool place out of direct sunshine.

Always hold your cake by the base, not the sides to protect the sides of your cake.

Damage in transit

Once the product has been collected I cannot accept responsibility for any damages during transit

Food Hygiene

Level 2 Food Hygiene and Safety for Catering

Food Hygiene Rating - fully registered with local authority and 5* rating achieved