



COVID-19 FAQ's

Here at GBC, we understand that planning any event, be it wedding, birthday party, afternoon tea etc, is stressful. Given the current climate and situation we are facing, we wanted to update all of our amazing and valued customers with our current standing on the situation relating to COVID-19. Please trust that our customers mean everything to us and as a family business, we are working together to do our utmost to ensure that the show goes on.

*Please note this is not our [Terms and Conditions](#) for wedding and celebration orders. *

Q: What happens if you catch the virus and you have to forfeit your wedding/party date?

A: If you are sick and you are forced to cancel your wedding/event, please do get in touch at your earliest convenience. You will need to contact your wedding insurance provider and issue a claim. We will do our best to reschedule with you if you have to change your date, however, if this is less than five days notice then we are unable to transfer balances as work may have already commenced on your cake. Please note that we may be unable to transfer your balance to certain dates if they are already fully booked but will do our utmost to try and accommodate your re-booking.

Q: What happens if GB Cupcakery team catch the virus?

Please note that we will always strive to do the very best for our couples and do our utmost to ensure that your wedding/celebration cake still goes ahead. Please remember that it is in everyone's interest that your event goes ahead so cancelling really is a last resort.

If we do contract the virus, the current Government policy requires us to self-isolate. Therefore, we would issue a full refund and provide as much notice as possible whilst also assisting you to find an alternative cake maker, where possible.

Q: Will my venue have to cancel my wedding/event?

Sadly this question is out of our control however, should your venue need to cancel your wedding due to updated Government Policy or virus outbreak within said venue then you will need to contact your wedding insurance provider who will advise and assist you further.

Q: Do GBC have insurance?

Yes, we have business insurance which covers us for public liability. Unfortunately, there is no insurance on the market that will cover for Covid-19.

Q: What is the government Policy on Mass Gatherings?

As it stands, the government have restricted gatherings where 500+ people are scheduled to attend. For this reason, all current planned parties and events holding less than 500 guests should still go ahead however this may be subject to change.

Q: I have booked afternoon tea or an event at the parlour and also paid a deposit. What happens if I need to cancel due to illness or self isolation?

All deposits received are non refundable. In the event of your sickness, we truly hope you get better soon and, as long as we are given at least 48 hours prior notice, we can transfer this deposit to a later date or keep this balance on hold until you decide when you'd like to rebook your event. Alternatively, this balance can be used against a cake order or against any payments in store.

Q: What happens if I have a party or afternoon tea booked, have paid a deposit and you are forced to close?

Hopefully this will be a worst case scenario, however, if this is the case, all balances will be transferred to alternate dates or again, gift vouchers will be given which can be used against celebration cake orders or against any items purchased in store.

Q: I've decided I no longer wish to host my event/party and want to cancel my cake, will I be refunded?

Should you decide that you no longer require your wedding/celebration cake and are looking to cancel your event, please see our Term's & Conditions. We are unable to refund any booking with less than four weeks prior notice for wedding cakes and two weeks for celebration cake orders. Deposits are non refundable but, should we be given four weeks (for weddings) or two weeks (for celebration cakes) notice, we can transfer your balance to an alternate date or offer a gift voucher to use at a later date. For further info please refer to our terms and conditions.

Please note, we are still business as usual until we are advised otherwise.

Remember, we are all in this together and kindness will go a long way.

Team GBC



Terms & Conditions

DEFINITIONS

The "Seller" is defined as the legal entity The Great British Cupcakery Ltd. The "Buyer" means the person (legal or natural) who buys the goods. "Goods" is defined as the items to be supplied by the Seller to the Buyer as listed in your order form/previous emails.

GENERAL

These terms and conditions shall apply to the sale of the Goods by the Seller to the Buyer to the exclusion of all other terms and conditions referred except where the Seller has agreed to such variation in writing and by way of signature. By ordering from The Great British Cupcakery Ltd you agree to be legally bound by these Terms and Conditions and accept that these Conditions may be modified or amended and posted on the sellers website from time to time.

PAYMENT AND DEPOSIT

We require a 25% non-refundable deposit to confirm an order and hold the date. The remaining 75% is due 4 weeks before the delivery date, at which point all changes must be confirmed (changes to the previously agreed design may incur extra fees). Orders placed less than 4 weeks in advance of the delivery date must be paid in full. The final balance specified on the invoice must be paid by the Buyer 4 weeks before the delivery date. Payment can be made earlier if you wish. Failure to complete payment 4 weeks before the delivery date may result in your order being cancelled with balance still chargeable in full. By making a payment the Buyer is accepting the Terms and Conditions as detailed on this page.

REFUNDS AND CANCELLATIONS

Deposits are non-refundable and non-transferable under any circumstances due to any loss of business arising from turning away other bookings on that date. Full payments made four weeks or less in advance of the delivery date are non-refundable. Full payments made more than 6 weeks in advance of the delivery date are subject to a cancellation fee if cancelled more than 6 weeks in advance of the delivery date. We cannot refund the cost of any orders cancelled with less than 6 week's notice. In the very unlikely event that we have to cancel your order for any reason, then we will give you as much notice as possible, and discuss the matter with you and try to agree a suitable alternative. If you do not wish to accept our suggested alternative, then we will refund full amount paid.

[UPDATE REGARDING COVID-19](#)

Please see our COVID FAQ's document.

CONSULTATIONS AND TASTINGS

Consultations and tastings are by appointment only and are not applicable to all orders. An appointment for a consultation and tasting must be agreed on with The Great British Cupcakery by email.

PRICE QUOTATIONS

All price quotations, written or verbal, are valid for 14 days from the date of quotation.

ALTERATIONS

If you have any queries or need to make any changes to an order please contact us immediately. Alterations and amendments must be submitted in writing. We will assess the request for an alteration, and endeavour to make alteration where possible dependant on the design and amount of notice given. We will let you know its effect on the price and any agreed timetable. Accepting any alterations is at the discretion of the Seller. Alterations requested less than 6 weeks before completion may be subject to a surcharge. It is the Buyer's responsibility to check any quotes and invoices thoroughly before making payment. We reserve the right to change the design at any point if circumstances beyond our control compromise the quality of the finished product. e.g. weather conditions. The Buyer will be notified of any such changes and we will endeavour to keep any changes minimal.

CAKE STAND HIRE

We offer cake stand hire. A hire fee plus a security deposit is required in advance. We have a selection of stands and will provide the stand best suited to the cake. It is the Buyer's responsibility to return the cake stand/s after hire to our Studio address within 2 days (on a working day). The deposit will not be refunded in the event that the stand/s is/are damaged, or not returned after 2 days. We are not liable for any damages that occur to the cake stand before we receive it back. Once the stand is returned within the given timeframe and we are satisfied that it is not damaged we will issue a refund to the Buyer.

DAMAGES

In the unlikely event that your order arrives damaged, it is the customer's responsibility to report the damage to us within 48 hours and send photographic evidence of the damage within if you wish to claim a refund or replacement. The Seller will not take back any undamaged goods from the Buyer unless agreed in writing by the Seller. The Seller accepts no liability for cakes that are damaged after they have been delivered to the agreed location. All cakes delivered to venues will be photographed after completion of set up to show how cake looked at time of departure. Damages after this point are not The Great British Cupcakery Ltd's responsibility. All Great British Cupcakery Ltd wedding cakes are fragile and require care and attention when handling, storing, and displaying. Please pay careful attention to our storage and transportation (where relevant) instructions, if required. Where samples of the Goods are shown to the Buyer, the Buyer hereby accepts that they consider such samples to be representative of the Goods. Any description applied to the Goods is only given by way of identification and does not constitute a sale by description. Any image provided as part of the description of similar goods is given for illustrative purposes only. Given the nature of the goods, variations of colour and design may apply.

ALLERGIES AND SPECIAL DIETARY REQUIREMENTS

Please discuss any allergies or special dietary requirements with us before making payment. We offer various dietary options, however, please note that The Great British Cupcakery uses a multi purpose kitchen where allergens are present so cannot guarantee any item is free of said allergen.

DELIVERY AND COLLECTION

We cannot be held liable for any damages to the cake or products we have delivered once we have delivered or delivered and set up the cake at the venue or delivery location and received a signature for the safe receipt of the goods on our delivery note (we will deliver with a delivery note). If the cake or products are collected from us, we cannot be held liable for any damages to the cake or products once they have left our premises. The collection vehicle should have a flat surface and be clean and tidy. This is the responsibility of the Buyer. The cake or products can be very fragile so we advise to drive very slowly and carefully and purchase non-slip matting.

AFTER DELIVERY

Goods placed outside or in a marquee/tipi are liable to react to the temperature. In hot or humid weather there is the possibility of sugar decorations/buttercream melting or damage to Goods. Please note, we do not provide cake tables, tablecloths or cutting knives. It is the responsibility of the Buyer to provide these or check with the venue to ensure these items are provided.

NON-EDIBLE INGREDIENTS AND DECORATIONS

Our Goods may contain non-edible ingredients or decorations, such as plastic dowels in tiered cakes, wires in some sugar flowers or fresh flowers. These must be removed before serving or eating.

USE OF FRESH FLOWERS

If your wedding cake is to be decorated with fresh flowers, it is best for your florist to supply these as this allows for continuity. The Great British Cupcakery Ltd can liaise directly with your florist regarding the floral decorations required for your cake but please ensure you have ordered these in advance. The seller can arrange/attach flowers to your cake on delivery. Please also note, some flowers are not suitable for use as a cake decoration. Ask your florist for details and advice on the toxicity. The Great British Cupcakery Ltd cannot be liable for any contamination to your wedding cake that may arise from the misuse of fresh flowers.