



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