

# Fair Cake

## FAQs/Terms and Conditions

*Please read the following carefully before placing any order.*

### **Where is Fair Cake based?**

Fair Cake is based in Greenwich, London. We do not have a shop.

### **How can I order some cupcakes?**

To place an order, please call us on 0752 880 1718 or send an email to [hello@faircake.co.uk](mailto:hello@faircake.co.uk) If you wish to make a class booking, please use the online booking system. An email with confirmation and class details will be sent to you once the booking is confirmed. Fair Cake uses PayPal as its payment system.

### **What are your prices?**

Here is a list of our prices -

<b>Item</b>	<b>Price</b>
One cupcake (including simple icing)	£3.00
Miniature Roses	£1.50 onwards (depends on numbers and colours)
Giant Roses (around 3" in diameter)	£15.00 each
Customised fondant toppers	£0.50 onwards
London deliveries (minimum 60 cupcakes)	Starts from £30, send postcode for quote from courier
Acrylic Stand hire	£35 (£55 fully refundable deposit required)

**Orders** – For events/parties/weddings etc. within the M25, the minimum order is 60 cupcakes. Please call us to discuss decorations and delivery times.

### **I am planning a wedding, can I come and taste some cupcakes?**

Of course you can! Just let us know which afternoon you are free to come over to Greenwich, London and we can book you in for a no obligation cupcake tasting session.

### **Would you be able to come to a venue and set up the cupcakes on a stand?**

We do not offer this service any more. Please request your wedding venue to arrange for this – this service is normally provided free by most venues, but sometimes there can be a small charge.

### **Is there is an advance booking fee for weddings or large orders?**

Yes. If ordering 60 or more cupcakes, we ask for a booking fee of one third the final bill. For example, if you order is for £600, then we would ask for £200 as the deposit. This is to ensure that we can start working on fondant toppers in time, or start ordering individual boxes, ribbons etc. This also secures the order and we keep the hours free for making your cupcakes. This deposit is deducted from the final bill, so you do not pay any extra in total. The final payment is due at least two weeks before the event. Cupcakes/cakes/stands will have to be paid for before they are made and delivered.

### **How and when do I pay?**

You need to pay for the full cost of the cupcakes and delivery before any cupcakes are sent out. You can pay by either sending us a cheque made payable to "Fair Cake Ltd.", or by making a PayPal payment. Call us for details.

### **What if I receive damaged cupcakes?**

At Fair Cake, we send cupcakes out in perfect condition and carefully packaged. Fair Cake is not responsible for any damage caused during transit. Please consider collecting cakes from our kitchens in Greenwich, London to be doubly sure!

### **What if my cupcakes are late?**

We use a third party courier service to deliver our cupcakes. Please ensure that you give us a full address with postcode, along with a contact name and telephone number. We cannot be held responsible for late deliveries that are due to incorrect/incomplete information or unanswered doors. Fair Cake is not responsible for any delays caused during transit. Please consider getting the cupcakes a day in advance, just in case!

### **When should I return the stand?**

If you are renting a cupcake stand, ***it is your responsibility to send it back to us***. Please ensure that you do so within a week of the wedding/event. You will lose your deposit of £55 if we do not receive the undamaged stand back within a week of the date it was sent to you. If you wish for us to get the stand collected from the venue, please tell us so during the booking. This can be arranged and costs between £20-£30, depending on the distance between the venue and Greenwich.

## **Cupcake Classes**

### **How can I book a cupcake class?**

Please use the online booking system (integrated with PayPal) to book a cupcake class. If you are having any troubles with the website, or the booking system, please send an email describing the nature of the problem to [hello@faircake.co.uk](mailto:hello@faircake.co.uk)

### **Can I book the class for someone else?**

Of course you can! Please be sure to send us the name and email address of the person coming to attend the class.

### **When will I receive all the details?**

Details about the class, including parking/transport etc., will be sent to you by email once the class is paid for through PayPal.

### **Can I cancel an already booked class?**

Unfortunately not. Classes book up weeks in advance and late cancellations mean that the place cannot be given to someone else. Please let us know as soon as possible about change in plans and an alternative date **might** (*depending on availability*) be offered.