

1. Deposits and payments

- 1.1 Wedding cake orders: A non-refundable payment of £50 must be made to secure your date. This is not included within the deposit; however, will be deducted from your final pay instalment.
- 1.2 A deposit totalling 50% of the final price of your order is due within 2 weeks of confirming your order.
- 1.3 The outstanding balance must be paid in full four weeks before your wedding event.
- 1.4 For orders made within a notice period of 2 weeks, an express fee may be added to the quoted total. This will be dependent upon the complexity of your overall design and features of your bespoke cake. Full payment will be required to proceed with your order.
- 1.5 If full payment is not made 4 weeks before your wedding event or once the invoice has been made, in the cases of express orders, Just Like Mummy's has the right to cancel your order and retain in full any monies previously paid.
- 1.6 For all other occasions, full payment must be received 10 days prior to your event.
- 1.6 Just Like Mummy's accepts bank deposits, cash payments, cheques, PayPal payments and card payments. Please note that a 3.5% processing fee is applicable in relation to PayPal payments. If you do not want to pay using PayPal, our bank details will be provided in your invoice. For payments made using cheques, your order is confirmed once the cheque has cleared into the account. Please note, the times frames specified in point 1.4 apply.
- 1.6 For non wedding cake orders, we, Just Like Mummy's, reserve the right to cancel your order if full payment is not made a week before your event and withhold any payments previously paid.

2. Delivery and Collection

- 2.1 All delivery requests should be made at the time of order confirmation and are in addition to the price of your cake. The client should provide Just Like Mummy's with the location and preferred delivery time. Just Like Mummy's will confirm the time of delivery at least 24 hours before the delivery date.
- 2.2 Any cakes consisting of more than three tiers will need to be assembled at your chosen venue and we do not recommend that the client collect these cake creations. Should the client insist on collection in these cases, Just Like Mummy's will not be liable for any damages incurred.
- 2.3 In situations where a cake to be delivered in the absence of a client, we shall need the details of a named person. We are happy to deliver to persons and venues other than the client. Both the receiving client and Just Like Mummy's delivery personal will check the condition of the cake and signed confirmation will be obtained. We shall not be responsible for the condition or storage of the cake once it has been delivered.
- 2.4 In cases in which Just Like Mummy's assembles up your cake order, photographic evidence will be emailed to the client as proof of delivery and confirmation of the condition of the cake.
- 2.5 Just Like Mummy's will not be liable or responsible for the condition of the cake once we have completed our delivery.
- 2.6 Hired items must be return in its original condition by the date specified. A collection service is available for an additional fee.
- 2.7 Collection of smaller cakes may be permitted from our studio at a date and time specified and mutually agreed. Please note, that should the cake fail to be collected at the specified time, we shall not be held liable for any additional costs incurred or delays to your event.
- 2.8 Just Like Mummy's will not be responsible for damages to your cake once it leaves our studio. Please keep the cake cool, on a flat surface (boot or the floor of your vehicle) and away from the sun to prevent softening and melting.

3. Cancellation

- 3.1 WEDDING CAKE ORDERS: In the event of a cancellation by you, the client, a fee of 50% of the total price will be deducted from any monies paid, less the £50 wedding date secure fee, if notified 8 weeks prior to your wedding date.
- 3.2 If the cancellation period is less than 8 weeks a full refund will not be made.
- 3.3 Just Like Mummy's is happy to re-arrange a date if this is applicable however please note that additional surcharges may incur.
- 3.4 ALL OTHER ORDERS: In the event of a cancellation by you, the client a fee of 50% of the total price will be deducted from any monies paid, if notified 4 weeks prior to your delivery date.



JUST LIKE MUMMY'S

3.5 In the exceptional event that we, Just Like Mummy's, are unable to make your cake due to any unforeseen circumstances that we are responsible for, we will endeavour to find an alternative and recommended baker to make your cake and any monies that you, the client, have already paid will be refunded to you within 28 days. Please note we will not be liable to pay for any additional charges applied by the new baker.

3.6 Our liability is strictly limited to the cost of making your cake. We will not be held liable for any other costs spent by you for your wedding day or celebration event. In cases in which Just Like Mummy's has cancelled your cake due to unforeseen circumstances on our part, the maximum refund that you will receive is the total amount that you have spent so far on your wedding/occasion cake order.

3.7 In the event of a cancellation due to a national pandemic, conditions 3.1, 3.2 and 3.4 apply.

3.8 In the event that your wedding has been re-scheduled due to a national pandemic, subject to our availability, we will re-schedule your wedding cake and the terms of your signed contract free of charge within 12 months of your original date. If subsequent changes arise due to a national pandemic, surcharges may incur.

4. Product care

4.1 As all our products are freshly baked, we begin the baking process at least 3 days before the delivery date to ensure the optimum taste.

4.2 As a result, we recommend that our products taste the best once eaten within 7 days.

4.3 We recommend that cakes should be eaten at room temperature. Should they be refrigerated; we recommend that they are sealed in an airtight container and taken out of the fridge at least 2 hours before serving.

4.4 Please note that in relation to wedding cakes, the humidity of the room will affect the sugar paste and in turn the cake itself. Please ensure that the venue is well ventilated and the heat from lighting features does not affect the cake.

4.5 For cupcakes, cream cakes, gateaux and butter-creamed cakes, we recommend that these items are refrigerated and eaten within 3 days. These items should also be kept in an air-sealed container.

5. Disclaimer

5.1 Please note that your product may contain inedible such as cake dowels or wires in order to help support the structure of the cake.

5.2 Upon delivery of your cake you will be informed of all the inedible items that are used in your cake.

5.3 Just Like Mummy's will take no responsibility for any harm or injury caused when eating our cakes.

5.4 Just Like Mummy's reserve the right to amend the design of the cake once the decorating process has begun. We will endeavour to inform the client of any changes at the first available opportunity, however this may not be at the time in which the design alteration has occurred.

6. Dietary requirements

6.1 Prior to confirming your order, you would have been given the opportunity to discuss any dietary requirements with a member of our team.

6.2 We can create products that are nut, wheat, gluten or dairy free; however please be aware that your product will be made in an environment where traces of these items are present.

7. Refunds

7.1 Notifications may be made via text but ideally emailed to us.

7.2 The cake must also be retained to discuss the problematic area. Refunds will not be given to faults that arise from not adhering to storage advice.

7.3 Any refunds made on the behalf on Just Like Mummy's will be made within 28 days of the agreed amount.

7.4 In the unfortunate event that you are unhappy with the product provided, a refund may be provided subject to discussion.

7.5 Just Like Mummy's must be notified of your dissatisfaction and request for a refund no later than 24 hours after the delivery.

8. Cake Classes

8.1 We encourage students to work according to their pace during the classroom. As a result, class times may vary depending on the experience levels and learning speeds within the class

8.2 The equipment provided within each class continue to be the property of Just Like Mummy's LTD. The sole purpose of this equipment is for the completion of the advertised course and will not be given away to attendees upon completion of the course.



JUST LIKE MUMMY'S

8.3 All courses are booked on a first come, first served basis. Customers are required to secure a class place with a 50% deposit. Payments include credit/debit cards, cash or gift vouchers.

8.4. If you wish to make a class booking, please use the secure online booking system or email classes@justlikemummys.co.uk and an invoice will be sent to you. Within 2 working days of making the booking, a further email containing details and instructions of the class shall be sent to you. Please feel free to contact us at any stage regarding queries of your booking or class.

8.5 For certain classes, you can spread the cost out by paying in two instalments. Please contact classes@justlikemummys.co.uk for more information prior to making your booking.

8.6 The class fees should be paid in full two weeks before the start of the class. If the balance is not paid in full by this date, we reserve the right to release your class place for others to book. Any payments already made shall not be refunded due to late payment of the outstanding balance.

8.7 In the unfortunate event that Just Like Mummy's has to cancel a class, you will be contacted in the earliest opportunity and a full refund will be offered. We may also offer to place you on the same class at another time depending on the availability due to the Just Like Mummy's cancellation.

8.8 Should you decide to cancel or are unable to attend your class we are unable to offer a refund or transfer for your place to another, similar class at a later date. Please double check dates and travel arrangements before you make a booking. Class placements can be transferred to another person of your choice if you are unable to personally attend.

8.9 Our liability is strictly limited to the cost of a class booking. We will not be held liable for any other costs spent by your in order to attend the class – such as travel costs, hotel bookings etc. In cases in which Just Like Mummy's has cancelled a class, the maximum refund that you will receive is the total amount that you have spent in booking the class with us.

8.10 The minimum age for students is 16 years for most advertised classes. We do occasionally have classes aimed for children. In these cases, an adult is not required to stay. Should they choose to do so, the adult will have to pay for their own place.

8.11 Filming is not permitted on any of the classes. You are permitted to take notes and take photographs for your personal use.

8.12 We reserve the right to take and use our own photos of the class for marketing and promotional purposes, including advertising and promotion through our marketing partners, without compensation to you. If you do not want to be included in any promotional marketing – including social media posts, please complete and return your consent form as provided.

9. Our Obligations

9.1 While we take our responsibilities very seriously, there may be some extreme conditions, such as accidents or inclement weather, which may prevent us from fulfilling our obligation. Please keep your contact information and alternate contacts up to date so that we may notify you of any situation that may have occurred or may be anticipated.

9.2 We take our obligation to provide your cake as agreed in this contract very seriously. However, should an unforeseeable event occur which prevents us from fulfilling our obligation and we must cancel our agreement with you, we will refund your payment in full. In addition, if at all possible we will work with you to find another qualified bakery to assist you with your cake and will cooperate in transferring materials to the new bakery.

9.3 While we make every effort to provide the exact flavours, fillings, decorations, sizes, shapes and colours you have requested, the creation of a wedding cake is an art and may be subject to slight variations and/or errors by the creators.

9.4 We reserve the right to take and use our own photos of your cake(s) to use for marketing and promotional purposes, including advertising and promotion through our marketing partners, without compensation to you. We may also request photographs from your photographer for the same purpose again without compensation to you, though we may be able to credit the photographer in some marketing if agreed by the photographer and us.

9.5 Upon delivery and after the set up is complete, the care and protection of the cake becomes your responsibility.

9.6 Any payments received by you indicates that you have read and agreed to the terms and conditions provided to you.