



# House of Bakes

Version 1.0

Reviewed: 08/01/2025

Next Review Date: 08/01/2026

## FAQs

WIRRAL

### HOW DO I ORDER?

Orders can be placed by contacting us online, by email, phone, social media or by filling out the order form on our website. Most orders require booking in at least 3 days advance, but some orders require at least 14 days notice and will not be confirmed until a booking fee or full payment is paid.

### WHY DO YOU NEED A BOOKING FEE / DEPOSIT?

Booking fees are non-refundable fees paid to House of Bakes Wirral to cover costs for consultations, design, ingredients and materials purchase for any custom orders. We make everything fresh, and where possible from scratch so we don't store tonnes of ingredients like a larger bakery might do. Please see our T&Cs for more information.

### I HAVE A PROBLEM WITH AN ORDER, CAN YOU HELP?

We are sorry if you have a problem with your order - the best way to resolve this is to contact us within 12 hours. The sooner you contact us about a problem the better, please do not leave it until last minute as we may not be able to help.

On collection/delivery of a custom order House of Bakes Wirral will no longer be responsible for the order once it has been handed over. Therefore it is important you check your order before leaving. If you have a problem with a custom order and do not raise it whilst we are with you, we may not be able to help you.

### WHERE CAN I FIND ALLERGEN INFORMATION?

The House of Bakes Wirral Kitchen is a domestic kitchen that handles, stores and cooks with all of House of Bakes Wirral cannot guarantee that any of our products are entirely free from traces of any and all allergens. Bakery items list allergens, and when requesting a custom order we will always check with you for any allergies. All custom orders are different and may use unique recipes therefore allergens and ingredients can be requested on ordering.

### WHY DON'T YOU CATER FOR GLUTEN-FREE/COELIAC OTHER ALLERGIES?

Our facility is a small domestic kitchen, we simply do not have the space for an entirely separate storage, prep and cooking area for gluten-free or allergen-free ingredients and therefore cannot be 100% confident that the environment is free from allergens; we therefore don't believe it is safe to offer this dietary requirement as an option.

### HOW MUCH IS DELIVERY?

Delivery is from £10 and is calculated based on time and distance. If delivery is requested we will include this cost in your quote.

We deliver to Wirral, Merseyside, North Wales and Cheshire, however depending on the size of the order can sometimes deliver further out than this.