

WIRRAL

Version 1.0

Reviewed: 08/01/2025
Next Review Date: 08/01/2026

T&Cs

1. PAYMENTS

We accept the following payment methods:

- Credit / Debit Cards on our Square terminal*
- Cash
- BACS
- Online via our website

*Our payments are processed using Square payment provider, who are fully PCI DSS compliant.

2. ALLERGENS

Most products being sold contain **Soya, Milk, Eggs, Wheat Flour** and may have come into contact with **tree nuts** or **nut** products.

House of Bakes Wirral handles and stores ingredients that contain **MILK, EGGS, SOYA, WHEAT, GLUTEN, SULPHATES, EGG, NUTS** and **ALL OTHER ALLERGENS**.

We are a small domestic kitchen and therefore are unfortunately not able to cater to any allergies due to the potential for contamination.

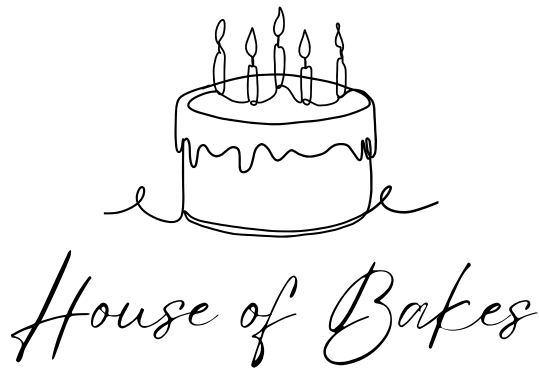
House of Bakes Wirral cannot be held liable if we are not informed of any allergies.

3. TERMS AND CONDITIONS

By placing an order with us, you agree to the following terms and conditions:

3.1 ORDERS

- Lead Time: Online Bakery orders usually require 3 days notice. All other orders must be placed at least 14 days in advance. Rush orders might be possible, however a surcharge will apply.
- All orders are subject to House of Bakes Wirral availability.
- Custom Orders: For custom cakes or catering requests, once a detailed order form is completed, it must be approved by both parties.
- Confirmation: All orders will be confirmed in writing once either the booking fee or entire payment is made; confirmation will include terms of payments if not paid in full. No orders are confirmed until you have received this confirmation.
- Changes: Any changes must be communicated at least 14 days prior to the delivery or pickup date. Late changes may incur additional charges or be refused.
- Cancellations: Booking fees will not be refunded if an order is cancelled. If an order is cancelled within 7 days of the event, House of Bakes Wirral has the right to request the full payment. Your order may be cancelled if final payment is not received by the stated deadline. If House of Bakes Wirral must cancel an order due to our own illness or unavailability, we will attempt to find another local baker on your behalf, and any money received will be refunded.



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3.2. PAYMENT TERMS

Booking Fees: All orders (excluding Online Bakery orders) require a 30% booking fee, without which, the order will not be confirmed. The cost of the booking fee will be deducted from the final payment. The booking fee is non-refundable in any circumstance.

Payments: Final payments are required 7 days before the date of collection/delivery. This will be detailed in the order confirmation. Failure to pay the final/full amount by the deadline can result in the order being cancelled.

Full Payment: For any orders placed within 7 days of the event, full payment is required at the time of placing the order. The order will not be confirmed until this is received.

Catering Orders: Event catering orders may be subject to a (refundable) deposit to cover potential damages to supplies and equipment.

Online Bakery Orders: Must be paid in full at the time of ordering.

3.3. DEPOSIT TERMS

Forfeited Fees: If the final balance is not paid by the due date, the booking fee will be forfeited and the order canceled.

3.4. DELIVERY & PICKUP

All Delivery Shipping and Collection information is documented in the Shipping Policy.

3.5 REFUND & RETURNS

No Refunds: Due to the perishable nature of our products, all sales are final. However, if there is a mistake on our part, please contact us within 12 hours for resolution.

3.6 SOCIAL MEDIA AGREEMENT

Photographs: We reserve the right to photograph all products created by House of Bakes Wirral and use them for marketing and promotional purposes on our website and social media platforms. Please contact us in writing if you do not consent to this.

Customer Sharing: If you post photos of our products on social media, we kindly ask that you credit or tag @houseofbakeswirral