



Cake Terms and Conditions

Love From Luisa Cakes • September 2026

These terms apply to cake orders placed with Luisa Pringle trading as Love From Luisa Cakes (“we”, “us” or “our”). They should be read with your quotation and Order Confirmation. “You” means the client placing the order. Our business address and contact details are provided with your quotation or Order Confirmation.

1 Your order and booking confirmation

Quotations are valid for seven calendar days unless stated otherwise. A quotation or enquiry does not reserve a date. Your booking is confirmed when we have received the required payment and issued written acceptance of your order. If we cannot accept a payment made before availability is confirmed, we will refund it in full.

Your Order Confirmation records the cake specification, price, event date and delivery or collection arrangements. Please check it carefully and tell us promptly about any errors. Changes are agreed only when confirmed by us in writing. These terms do not override information or promises that form part of your statutory consumer rights.

2 Wedding cake payments

A £150 booking deposit, referred to in these terms as the booking fee, secures your wedding date. It forms part of the total cake price and is deducted from your final balance. It covers initial consultations, administration, design research, scheduling and, where applicable, preparation of a cake sketch. Retention on cancellation is explained in section 6.

The final balance is due in full no later than six weeks (42 days) before delivery or collection. For wedding bookings made 42 days or less before delivery or collection, full payment is required when booking. Final design details must also be agreed by the six-week deadline, as set out in section 3.

Other orders and overdue payments

For celebration cakes, the booking payment is £50 or 50% of the total price, whichever is greater, capped at the total order price. The balance deadline is stated in your Order Confirmation. Celebration orders made less than two weeks before delivery or collection require full payment when booking.

All prices and agreed additional charges appear in your Order Confirmation. We are not currently VAT registered. If payment is overdue, we will contact you and give a reasonable deadline to resolve it. If it remains unpaid, we may suspend work or cancel on written notice. Any cancellation charge remains subject to section 6 and your statutory rights.

Design and dietary requirements

3 Final details and alterations

For wedding cakes, the design, flavours, size, decoration, dietary requirements and delivery or collection details must be agreed and confirmed in writing no later than 42 days before the agreed date. Please request changes in time for them to be reviewed and confirmed by that deadline. For bookings accepted within 42 days, the final specification must be agreed when the booking is confirmed.

Changes affecting the price will be recorded in a revised Order Confirmation. The revised balance is payable by the six-week deadline. Requests after that deadline cannot be guaranteed. If accepted, any extra charge and payment deadline will be agreed before we proceed.

For celebration cakes, changes must normally be requested at least seven days before delivery or collection. Reductions or changes may not reduce the price where work has already been completed or costs committed. We will explain any adjustment before you agree it.

4 Design and serving sizes

Cakes are handmade, so minor variations in colour, finish and placement may occur. Photographs and sketches guide the design; exact replicas and exact colour matches are not guaranteed. The finished cake must still conform to the agreed description and specification.

Sizes refer to cake diameter unless otherwise stated. Tier heights, shapes and any extra-tall tiers are agreed in your Order Confirmation. Serving estimates depend on the agreed portion size and cutting method;

larger portions will produce fewer servings. Please tell us whether the cake will be served as dessert or in smaller wedding portions.

We will discuss material changes with you before making them. Any agreed substitution must remain suitable for the agreed dietary requirements and be of comparable or higher quality. We will not make a substitution that changes the declared allergens without informing you and obtaining your agreement.

5 Allergies and dietary requirements

Please tell us about all allergies, intolerances and dietary requirements before booking and confirm them in writing. We will explain what we can safely offer before accepting the order and provide relevant allergen information before purchase and again at delivery or collection.

Our kitchen handles nuts, gluten, milk, eggs and other allergens. Cross-contact risks will be discussed for your order; we cannot promise an allergen-free environment. Vegan describes the ingredients used and does not, by itself, mean a cake is suitable for someone with a milk or egg allergy. Please do not assume suitability without discussing the specific allergy with us.

The client must pass the supplied allergen information to the venue, caterer and anyone serving the cake, and ensure it is available to guests. Ingredients, decorations or additions supplied by others must also be accounted for. These arrangements do not remove our responsibility to provide accurate information and comply with food safety requirements.

Cancellations and changes of date

6 Cancellation by the client

Please cancel in writing. Notice is measured in calendar days before delivery or collection, from receipt of your cancellation. We will acknowledge it promptly.

Wedding cakes are usually booked six to twelve months ahead. We reserve capacity and may decline other work, so cancellation may cause a loss before baking starts.

If you cancel, we retain up to £150 for booking and design work actually completed, as described in section 2. This is normally non-refundable once work of that value has been carried out, but retention remains subject to the work completed, the limits below and your statutory rights.

The following wedding cancellation schedule sets maximum charges, not automatic penalties. Every charge is limited to our reasonable net loss directly resulting from cancellation, including completed work and any net loss from reserved capacity. We deduct costs saved and replacement income and do not count any loss twice.

Notice before the agreed date	Maximum cancellation charge
More than 90 days	Up to the £150 booking fee for work completed.
57 to 90 days inclusive	Up to the booking fee plus 50% of the remaining cake balance.
56 days or fewer	Up to the total agreed order price, subject to the net-loss calculation above.

Any amount already paid is credited against the cancellation charge. The booking fee is not added on top of the total order price. We will provide a written calculation and refund any excess payment. Celebration cake cancellations are assessed on the same net-loss basis, up to the total order price, without the wedding notice bands.

Replacement bookings

We will take reasonable steps to refill the reserved capacity. If we secure a comparable replacement order for the same date, we will refund all payments except the booking fee for work already completed, up to £150, and waive any additional unpaid cancellation charge. A comparable order is one that replaces the financial loss from the cancelled capacity. If it only partly offsets the loss, we will reduce the charge accordingly and explain the calculation.

7 Postponements

Please request a date change in writing. Subject to availability, we may agree one transfer of your booking and payments to a new date. Any additional costs will be explained and agreed before the transfer is confirmed. If we cannot agree a new date, the original booking is treated as cancelled under section 6. Cancellation terms for a transferred booking will be agreed in writing before transfer. We will not recover the same loss twice.

Delivery collection and hired items

8 Delivery and setup

Delivery and any setup charges, or the delivery area included in a package, will be stated in your quotation and Order Confirmation. Please provide the full venue address, a contact person, access arrangements and any restrictions, parking charges or fixed setup deadlines before booking.

We will agree a delivery or setup window and liaise with the venue where appropriate. Tell us before booking if a particular deadline is essential. We will take reasonable care to meet the agreed arrangements and notify you promptly of any expected delay.

Changes to the venue or delivery arrangements must be agreed in writing and may change the price. Additional charges caused by waiting time, access restrictions or changed instructions will be explained and agreed where possible; they will not be imposed automatically.

The venue or client must provide a clean, level, stable display surface suitable for the cake's weight and dimensions, in a location protected from direct sun, heat, moisture and accidental contact. If the proposed location is unsafe, we will discuss a suitable alternative before setup.

At handover, we will provide relevant storage, allergen and dismantling information. We may photograph the completed setup as a record. Once safely delivered and set up as agreed, responsibility for subsequent storage, movement, dismantling and serving passes to the client and their appointed handlers. This does not remove our responsibility for defects or damage caused by us.

9 Collection and transport

Collection is available by prior arrangement without a delivery charge. Please arrive within the agreed collection window and tell us promptly if you are delayed. The person collecting on your behalf must receive and follow the handling and storage instructions.

Transport the cake securely on a flat, level surface, away from heat and direct sun, following our instructions. Responsibility for handling and transport passes to you or your nominated collector at handover, except for problems caused by our failure to supply a conforming cake or suitable instructions.

Contact us promptly if a cake is damaged after collection or delivery. We will discuss whether a repair is possible and agree any charge before undertaking additional work.

10 Cake stand hire

Unless agreed otherwise, cake stand hire is £35 plus a £100 refundable security deposit. The stand must be returned within three days of the event in the condition supplied, allowing for fair wear and tear. The return arrangements will be agreed in writing; collection by us is not included unless specified.

Please report damage or loss promptly. We may deduct reasonable evidenced repair or replacement costs attributable to damage, loss or non-return, allowing for the stand's age and condition. We will explain any deduction and return the remaining deposit promptly after inspection. Any costs exceeding the deposit must be reasonable and explained; the deposit is not automatically forfeited for minor damage.

Cake care and safe serving

11 Storage and display

Our cakes are fresh products intended for the agreed event date. Follow the order-specific storage and handling instructions, including any refrigeration requirements. Display time, temperature and the venue environment may affect stability and quality. Please discuss outdoor displays with us before booking.

Any advice about keeping or freezing leftovers will depend on the cake and how it has been stored and displayed. Do not assume leftovers will remain suitable for consumption without following the instructions supplied.

12 Flowers and non edible decorations

Fresh florist flowers are decorative and must not be eaten. Flowers, stems, picks, wires, florist tape, ribbons, toppers and other non-edible decorations must be removed before cutting and serving. Only decorations expressly identified by us as edible may be eaten.

Any flowers or decorations supplied by the client or a florist must be agreed with us in advance. We may decline materials we consider unsuitable for safe use on a cake. Only agreed materials should be added after handover, with appropriate precautions to prevent contamination. Our responsibility for safe preparation and decoration carried out by us remains unchanged.

13 Structural supports and flower picks

Depending on the design, the cake may contain internal dowels, support rods, cake boards between tiers, flower or posy picks and other non-edible structural components. These may be hidden within the cake and must never be served or eaten.

We will identify the types and locations of non-edible components used and provide relevant dismantling instructions at delivery or collection. The client must ensure those instructions reach the venue, caterer or other person responsible for dismantling, cutting and serving the cake.

The person or persons preparing the cake for serving must:

- Read the supplied instructions and safely separate stacked tiers where applicable. Do not remove load-bearing supports while they are still needed to support an upper tier.
- Remove all non-edible decorations, flower or posy picks and internal supports from each tier before that tier is cut into portions.
- Separate cake boards from the cake and ensure no board, wire, tape, support or other non-edible component forms part of a served portion.
- Check every portion before serving. If a component cannot be located or there is uncertainty about dismantling, stop cutting and serving until clarification has been obtained.

The client is responsible for appointing a suitable person to carry out these steps and passing on the information supplied. Anyone moving, cutting or serving the cake must follow the relevant instructions. These responsibilities do not exclude our responsibility to supply a safe cake, provide appropriate information or meet our legal obligations.

Problems refunds and general terms

14 If we cannot fulfil the order

If illness, serious disruption or another circumstance prevents us from fulfilling your order, we will contact you as soon as possible and discuss any suitable alternative. We will not transfer your order to another supplier without your agreement. If we cancel and no alternative is agreed, we will refund all payments for the cancelled order, including the booking fee.

For events beyond either party's reasonable control, we will discuss what can reasonably be done and any refund required by law. We will not automatically retain payments solely because an event is described as outside our control. You may wish to consider suitable wedding or event insurance; insurance does not replace your rights against us.

15 Concerns and complaints

Please contact us using the details in your Order Confirmation as soon as you notice a problem, ideally at delivery or within 48 hours, so we can investigate while the cake is fresh. This requested reporting period does not limit your statutory rights or prevent a later valid complaint.

Please provide your order details, a description and photographs where possible. If a quality or food safety issue is suspected, stop serving the affected cake. Where safe and practical, retain a sample and follow any storage instructions we provide. We will agree any reasonable inspection or return arrangements rather than require an unsafe return.

We will investigate fairly and discuss an appropriate remedy, including a repair, replacement, price reduction or refund where required by law. You may appoint someone to raise a concern on your behalf. Nothing in these terms prevents honest reviews, complaints to regulators or use of legal remedies.

16 Our responsibilities and your rights

We will provide cakes that match their agreed description, are of satisfactory quality and comply with applicable food safety requirements. Any services will be carried out with reasonable care and skill.

We are responsible for foreseeable loss or damage caused by our breach of contract or negligence. We are not responsible for damage caused solely by failure to follow appropriate care instructions, unauthorised alterations or mishandling after handover. Nothing excludes liability for death or personal injury caused by negligence, fraud, or any liability or consumer right that cannot lawfully be excluded or limited.

The usual 14-day change-of-mind cancellation right for distance sales does not apply to goods made to your specifications or clearly personalised, or to goods liable to deteriorate rapidly. This does not affect your rights if the cake is faulty or not as described, or any separate service cancellation rights that apply by law.

Design rights and general terms

17 Designs photographs and personal information

Original sketches and designs created by us remain our intellectual property. You may share them with your venue or suppliers for planning your event, but please obtain permission before authorising another business to reproduce our original design work.

We may take photographs of the cake for our records. Promotional use of photographs containing identifiable people or personal details will be agreed with you first. Please tell us before the event if you do not want photographs of your cake used publicly. Personal information will be used to manage your order and meet legal obligations and shared with a venue or delivery contact only as needed.

18 Applying these terms

These terms apply to the booking for which they were supplied and accepted; later updates do not automatically alter existing bookings. Any platform payment or cancellation terms must be supplied and their relationship with these terms explained before booking. If any term is unenforceable, the remaining terms continue to apply. English law applies, without removing mandatory consumer protections or your right to bring proceedings in the courts of the UK country where you live.