

OLESIA_CAKE_ TERMS & CONDITIONS

To secure your booking with OLESIA_CAKE_, we require a non-refundable booking deposit of 50% for celebrations cakes.

Your date is not secured and your order is not confirmed until we have received the booking deposit.

The rest of the amount must be paid at the time you pick up the cake or before delivery of the cake. Payments are made using a debit/credit or bank transaction.

All cancellations must be made in writing. If for any reason you have to cancel your booking, the booking deposit is non-refundable.

We are happy to deliver your cakes at an extra charge. This will be included in your initial quote.

Once the order has been delivered and set up you are responsible for it and we will not accept any responsibility for any loss or damage arising. If the cake is moved after set up, OLESIA_CAKE_ will not take any responsibility for any loss or damage arising.

If you request that we leave your cakes somewhere or with someone, this is your responsibility. We will not be liable if they do not arrive with you safely after we have handed them over.

In case you decide to collect your cake, you are responsible for it and we will not accept any responsibility for any loss or damage arising after the cake has been collected.

You will be allocated a 30min time window for collection. In case of delays, a \$10 late fee will apply. The cake cannot be handed over unless this late-fee is paid in full.

If you wish to postpone your booking date for any reason, you must request this, and we will check our availability. A \$20 postponement admin fee would apply. All deposit payments would then be transferred to the new date and any items listed in the invoice, provided they are available.

In the event that OLESIA_CAKE_ are not available for the postponed date, our cancellation policy (above) remains.

Postponements are available up until 1 week before the scheduled event date, after this, dates are non-transferable and final balances for the original dates are payable.

We cannot guarantee that any of our products do not contain any substance that may cause some form of allergic reaction. You are responsible for advising your guests of this and we will not accept any liability for any loss, damage or injury from exposure to anything which might cause an allergic reaction. This may include, but without limitation, nuts, nut products, alcohol, dairy, wheat, sulphates or colouring.

You should also note that some decorations are not edible (fresh flowers, wires, ribbons, pins, jewels, boards, etc). You are responsible for advising your guests of this and we will not accept any liability for any loss, damage or injury arising from any such exposure.

A dietary list of ingredients can be provided to you if required. This must be requested a minimum of 1 week before your event. If a venue require a list of ingredients this is to be requested via you and not the venue.

Our products contain gluten, wheat, dairy, eggs and may contain traces or decorations containing nuts unless otherwise stated.

We are willing to accommodate for certain allergies however, please consider this is a working kitchen full of a wide range of ingredients. We will use the correct ingredients for your allergy but we cannot guarantee it will be free from that particular requirement due to the kitchen it is baked in. We accept no liability for customers suffering allergic reactions from eating our cakes.

OLESIA_CAKE_ do not hold any responsibility for adverse weather conditions affecting access to any venue. OLESIA_CAKE_ will give every attempt to get to the venue only when it is deemed safe.

OLESIA_CAKE_ cannot be held responsible for "Acts of God" (fire, flood, etc), government advice, pandemics, labour disputes, failure of electricity supply and any other unforeseeable circumstance that prevent the promise of its services.

OLESIA_CAKE_ reserve the rights to review and update the Terms and Conditions periodically.

The privacy and security of your information is important to us. This Privacy Notice explains the types of personal data we may collect about you, how we use it, who we share it with and how long we keep it for.

This privacy policy may change from time to time. We will not explicitly inform our customers or website users of these changes. Instead, we recommend that you check this page occasionally for any policy changes.

To enable us to provide you with the right product or service to meet your needs, we collect personal information from a number of sources including our website contact form, our subscribe form, our shop platform, wedding shows and events.

The personal data we collect is made up of some or all of the following: name, email address, phone number, contact address, dietary requirements. Your personal data is only used to carry out the services we offer.

Whenever we collect or process your personal data, we will only keep it for as long as is necessary. We do not share personal data with any third parties, bodies or organizations.

In the event you are not happy with your cake, please email me on nixonolesia@gmail.com and we can discuss the issue further.

If you are dissatisfied with any decision or policy that we have made, please contact me so we can explain how that decision or policy was reached.