

Bloors Bakes - Terms & Conditions (2026)

Thank you for choosing Bloors Bakes.

I specialise in buttercream cakes and take great care and attention in creating bespoke cakes for every customer. Whether your order is large or small, I am committed to providing a high-quality product and strive to uphold excellent customer service.

Placing an Order

Before I can confirm your booking, I will need the following information:

- Required collection or delivery date
- Any allergies or dietary requirements
- Number of guests to be served
- Preferred colour scheme and theme
- Name and age of the celebration recipient
- Whether you require collection or delivery
- Preferred morning or afternoon collection/delivery slot

Once I have received all of the above information, I will provide you with a quotation. You will then have up to 2 days to decide whether you would like to proceed with your booking.

To secure your booking

A non-refundable deposit of 50% of the total order value is required.

Provisional Bookings

Provisional bookings will be held for a maximum of 2 days from the date of quotation. If the deposit has not been received within this time, the booking will be removed from my diary.

Payment plans may be available for larger or multiple orders and wedding cakes by prior agreement.

Payment Terms

A non-refundable deposit of 50% is required within 2 days of receiving your quotation.

The remaining balance must be paid no later than 7 days before collection or delivery unless an alternative arrangement has been agreed in writing.

If the remaining balance has not been received by the due date, I reserve the right to cancel the order. Any deposit paid will remain non-refundable.

Payment Details

Mrs Coral Bloor (Trading as Bloors Bakes)

Monzo Business Account

Sort Code: 04-00-05

Account Number: 75389684

Payment Reference

Please reference all payments as follows:

1. The word "**Cake**"
2. Your collection or delivery date in the format **DD.MM.YYYY**
3. Your initial and full surname

Example:

Cake 24.06.2027 C Bloor

This allows me to identify your payment quickly and confirm receipt.

Ingredients

I pride myself on using high-quality ingredients to ensure your cake not only looks beautiful but tastes delicious too.

Unless otherwise stated, cakes may contain the following allergens; **Gluten, Dairy, Eggs, Nuts**. As I work from home kitchen I always ensure cross contamination prevention is my top priority. I am allergy trained

Please see the allergen section below for further information.

Taking Care of Your Cake

To ensure your cake remains in perfect condition, please follow the guidance below:

- Keep out of direct sunlight.
- Store on a flat, stable surface.
- Keep refrigerated until required.
- Allow the cake to come to room temperature before serving:
 - Approximately 30 minutes on warmer days.
 - Approximately 2–3 hours on cooler days.

If you intend to consume your cake on the day of collection, please let me know so I can advise on storage and serving conditions.

Transporting Your Cake

If you are collecting your cake yourself, I recommend transporting it in the passenger-side footwell of your vehicle, where it is less likely to move during transit.

Please ensure the area is clear and reasonably clean before collection.

I am always happy to place the cake safely into your vehicle if required.

Shelf Life

Please refer to the allergen label supplied with your order for the use-by date.

All products should be consumed within 5 days of collection or delivery, including the day of collection.

Allergens

Please inform me of any allergies or dietary requirements for yourself, your family, guests, or party attendees when placing your order.

Whilst I take every reasonable precaution to prevent cross-contamination, I operate from a home kitchen where the following allergens are regularly used:

- Dairy
- Gluten
- Eggs
- Nuts

As a result, all products may contain traces of these allergens.

Food safety and allergen management are extremely important to me, and I will always do my best to accommodate dietary requirements where possible.

Collection and Transportation

Once your order has left my possession, responsibility for the safe transportation and storage of the cake passes to you.

I cannot accept liability for damage that occurs during transportation, handling, or storage after collection.

All cakes are packaged appropriately and constructed using professional methods, including internal supports where required, to ensure safe transportation.

Please refer to the "Taking Care of Your Cake" section for further guidance.

Any concerns regarding your order should be raised upon collection or your order or within 24 hours of collection or delivery wherever possible. This allows me the opportunity to investigate and resolve the matter promptly.

Liability

I, Coral Bloor, agree to supply a cake that matches the agreed design, flavour, size, and description discussed during the ordering process.

All products will be prepared with reasonable care and skill and will be of satisfactory quality in accordance with the Consumer Rights Act 2015.

I reserve the right to decline any order that falls outside my skill set. Whilst I specialise in buttercream cakes, I currently offer only limited fondant work, such as simple wording and personalised toppers.

I maintain high standards of cleanliness and hold a 5-star food hygiene rating.

Customers are responsible for informing me of any allergies before placing an order. I cannot accept liability for allergic reactions where allergy information has not been disclosed.

Clear allergen information will be provided in accordance with current UK food information regulations.

Delivered Orders

If I personally deliver your cake and it arrives damaged as a result of my handling, I will take full responsibility and, where appropriate, offer a repair, replacement, or reasonable partial refund depending on the circumstances.

Whilst every effort will be made to deliver at the agreed time, delays caused by circumstances beyond my reasonable control (including traffic, road closures or adverse weather) shall not constitute a breach of contract.

My priority is always to provide a cake that looks beautiful and tastes delicious. If an issue arises, I will work with you to achieve a fair and reasonable resolution.

Design Expectations

Customers are encouraged to provide photographs, inspiration images, colour references, and written descriptions to help me create a cake as close as possible to their vision.

While every effort will be made to replicate designs accurately, handmade products may vary due to my own abilities.

Please note that colours may vary slightly due to differences in food colouring, lighting and photographic images.

Photographs/Social media

I may photograph completed cakes for my portfolio and social media. No personal customer information will ever be shared without permission.

I will always be mindful and considerate about posting these photos up before your events where I can to avoid spoiling surprises.

Fresh flowers

Where customers supply fresh flowers or request their use, Bloors Bakes cannot accept responsibility for flowers that are not food-safe or suitable for cake decoration.

Cancellations

Deposits are non-refundable and secure your booking date and materials.

Any payments made in excess of the non-refundable deposit may be refunded depending on the notice provided and any costs already incurred, including ingredients purchased and work completed.

Failure to produce the cake

In the unlikely event that I am unable to fulfil or deliver your order due to illness, severe weather, accident, or any other circumstances beyond my reasonable control, I will contact you as soon as possible and work with you to find a fair and reasonable solution.

Agreement

By signing below, you confirm that you have read, understood, and agreed to these Terms & Conditions.

Customer Name:

Signature:

Date:

Collection Date:

Delivery Address (including postcode):

Date of Celebration:

Today's Date:

Please return this completed form no later than 7 days before your event.

Kind regards,

Coral Bloor
Bloors Bakes

Telephone: 07554 939463
Email: bloorsbakes@gmail.com