CAKE ORDER FORM

Customer Name	Date order made	Date order due
[ ]	[ ]	[ ]
Customer Contact details	Deposit amount	Total order amount
[ ]	£	£
Collection or delivery **(Local Hornchurch delivery is £5)**	Deposit – Date Paid and order confirmed £	Balance due £ by [ ]
Collection is from RM11 2AN	Bank details:	
Delivery address	Collection or delivery time	Set up time required

Cake type and flavour	**Standard flavours**
	   (a) Vanilla sponge cake with vanilla buttercream and strawberry jam
	   (b) Chocolate sponge with chocolate buttercream
	   (c) Lemon sponge with lemon buttercream
	Premium flavours (£10 surcharge per tier)
	
	   (d) Chocolate fudge cake (NOT AVAILABLE IN DAIRY FREE)
	   (e) Red velvet cake
	   (f) Carrot Cake
	
	Please see sample allergen sheet at the bottom of this form. A full ingredient and allergen sheet will be provided on delivery.

Cake size and shape	[ ]
Dietary/allergy requirements.	**None stated**
Theme/decoration/colours	[TBC]

I agree that the above order meets my requirements/request. I agree to the terms and conditions of business (attached) in regards to deposits, changes to the order and when payment is required etc.

The customer is required to ensure that the business has enough set up time available at the delivery location, as stated in this document.

SIGNED

BUSINESS.....RDS Custom Cakes...................   CUSTOMER.............................   2024

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Terms and conditions of orders

·   All bookings are provisional until a deposit is paid

·   Non-refundable deposits between 50-70% are required to secure orders

·   Full payment for wedding cakes is required no later than 2 months before the date of delivery/collection, unless otherwise agreed and stated in the contract.

·   Full payment for any other celebration cakes is required no later than 1 week before the date of delivery/collection, unless otherwise agreed and stated in the contract.

·   If you wish to make changes to a wedding cake order, this must be done at least 3 months before the cake is due, or otherwise at the discretion of the business and this will be expressly stated in an amendment to the contract

·   If you wish to make changes to a celebration cake order, this must be done at least 1 month before the cake is due, or otherwise at the discretion of the business and this will be expressly stated in an amendment to the contract.

·   Orders cancelled at short notice (one month or less before delivery) will result in the full cost of the order being due, as work on decorations may well have been carried out in preparation and other orders will have been refused in light of the order already placed.

·   If fresh flowers are to be used on, or around the cake, the responsibility of the flower safety against safe food hygiene practices does not fall to the cake decorator.

·   Every care will be taken when making our products to ensure they do not come into contact with allergens such as nuts, wheat and dairy when they are not required in the product. However, our products are made on premises where these allergens are used and therefore we cannot guarantee there will be no traces. Special cleaning measures will be used when working on products where allergies are being catered for.

Terms and conditions at delivery/collection

·   Should there be an issue where the cake decorator is unable to complete your order, for example, hospitalisation or the cake is damaged beyond repair in transit when the cake decorator is delivering, the full cost of the cake will be refunded.

·   Once cakes have been delivered safely or collected, responsibility for the care of that cake falls to the customer. If the care instructions are not followed, the cake decorator cannot be held liable for any problems that may occur.

·   Cakes should not be stored in the fridge unless fresh cream has been used and there is no fondant on it.

·   Fondant will sweat if it has been in the fridge and brought back to room temperature or it has been placed in an airtight container. Sweating fondant will result in any decorations losing its shape or collapsing completely. Any items that include fondant work should be stored in the cardboard box it was delivered in with a lid. Ideally it should be stored somewhere cool (not the fridge) where it cannot be knocked.

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·   Decorated fruit cakes will keep for several months in the box they have been delivered/collected in.

·   Sponge cakes should be eaten within one week of the delivery/collection date and can be stored in the box they were delivered/collected in during this time.

·   Suitable for freezing – freeze within 3 days of collection and use within 2 months. Wrap tightly in clingfilm and in a protective container, remove any fondant or decorations before freezing. Defrost at room temperature in its wrapping. Use within 2 days.

·   Some decorations on the cake may not be edible and these will be listed accordingly at the time of collection. These need to be removed, with care, prior to the cake being eaten and can be kept as a keepsake if so required. Model figures and sugar flowers should not be stored in air tight containers as they will lose their shape.

Generalised terms and conditions/disclaimers

·   The business follows all food hygiene guidelines and fills out all appropriate documentation and is registered with the Local Authority to ensure that Environmental Health checks are carried out as the Local Authority sees fit.

·   Once an order has been collected/delivered the business cannot be held responsible for any damage caused. You will/have been provided with the appropriate guidance and boxes etc to ensure you get the best from the cakes.

·   Any issues when the cake has been tasted should be brought to our attention within 24 hours. However, if more than one third has been eaten, then no resolution will be available. The cake will need to be brought back to us in order for discussion of resolutions to take place.

Privacy/GDPR terms (updated 25.5.2018)

By entering into this contract you give your consent to RDS Custom Cakes holding the information you provide on this order form for a period of one year from the date of your order. The information on this order form is held for accounting purposes only and will never be given to third parties. It is stored in a secure locked cabinet and electronic copies are stored on a laptop with security installed on it. Only information you provide on your order form will be held, and not collected in any other manner. Once a year has passed the information will be confidentially destroyed. If you wish to see what information we hold or wish this to be destroyed sooner please contact Rebekah Smith at beckysmith52@hotmail.com

CAKE ORDER FORM

Sample Allergen/ingredient information – sponge cake

RDS CUSTOM CAKES

www.rdscustomcakes.com

ORDER [   ]

DATE: [   ]   BEST BEFORE: [   ]

Store in a dry place place away from direct heat and moisture, do not refrigerate. Once cut, wrap in clingfilm and store in its box. Suitable for freezing – freeze by best before date and wrap well in clingfilm. Use within 2 months.

INGREDIENTS LIST

Allergens in **BOLD**

EGGS

SELF RAISING **WHEAT** FLOUR (WITH ADDED CALCIUM, IRON, NIACIN, THIAMIN), RAISING AGENTS (MONOCALCIUM PHOSPHATE, SODIUM BICARBONATE). CONTAINS **GLUTEN**

STORK (VEGETABLE OILS (RAPESEED, PALM 1, SUNFLOWER IN VARYING PROPORTIONS), WATER, SALT (1.4%), EMULSIFIERS (SUNFLOWER LECITHIN, MONO AND DIGLYCERIDES OF FATTY ACIDS), ACID (CITRIC ACID), FLAVOURINGS, COLOURS (**CAROTENES**), VITAMINS (A,D),

SEMI SKIMMED **MILK,**

CASTER SUGAR (WHITE CANE SUGAR 100%)

FONDANT ICING (SUGAR, GLUCOSE SYRUP, PALM OIL, HUMECTANT: GLYCEROL; EMULSIFIER: MONO- AND DIGLYCERIDES OF FATTY ACIDS; STABILISERS: XANTHAN GUM, CARBOXY METHYL CELLULOSE; PRESERVATIVE: POTASSIUM SORBATE; FLAVOURING)

BUTTER (DAIRY)

ICING SUGAR (WHITE CANE SUGAR (97%), ANTI CAKING AGENT: MAIZE STARCH)

SUGARFLAIR COLOURINGS: GLYCEROL, PROPYLENE, GLYCOL, WATER**, E551,** FOOD COLOUR**: E129, E124**.

Edible icing sheet - ingredients: Water, Cornstarch, Corn Syrup, Corn Syrup Solids, Cellulose, Sorbitol, Glycerine, Sugar, Vegetable Oil, Gum Arabic, Polysorbate 80, Vanilla, Titanium Dioxide, Citric Acid.

Vanilla essence, lemons, cocoa powder, Strawberry jam

DOES NOT CONTAIN NUTS BUT **MADE IN A KITCHEN WHERE CROSS CONTAMINATION MAY OCCUR.**