

We at [INSERT NAME OF PASTRY SHOP] are often booked [SPECIFY NUMBER OF MONTHS] to a year in advance. If you can’t book a schedule for consultation but are sure you want us to craft a cake for your wedding, you might as well consider making an early reservation payment deposit of [SPECIFY RESERVATION AMOUNT] $.

**CONTACT INFORMATION**

|  |  |
| --- | --- |
| Bride’s Name: |  |
| Complete Address: |  |
| Contact Detail: |  |
| Email Address: |  |

|  |  |
| --- | --- |
| Groom’s Name: |  |
| Complete Address: |  |
| Contact Detail: |  |
| Email Address: |  |

|  |  |
| --- | --- |
| Alternate Contact Name: |  |
| Complete Address: |  |
| Contact Detail: |  |
| Email Address: |  |

|  |  |
| --- | --- |
| Photographer’s Name: |  |
| Contact Detail: |  |
| Email Address: |  |

**Event Information**

Date of wedding reception:

Time of the wedding reception:

If you wish to pick up your cake and set it up yourself, please fill the details of the preferred pick up time from our pastry shop:

Date/Time of Pickup:

Contact Name and Phone Number:

**Delivery or Pick Up**

When it comes delivery, it is basically scheduled on the week of the event. However, it will also be scheduled for about [SPECIFY NUMBER OF HOURS] before the reception time depending on request. Any cake [SPECIFY NUMBER OF CAKE LAYERS] layers or more shall be delivered by [INSERT NAME OF PASTRY SHOP] with no exceptions.

**Possible Accidents**

We at [INSERT NAME OF PASTRY SHOP] take our responsibilities seriously, and we understand that there are possible accidents which may block us from completing our task. That being said, we humbly ask our customers to keep their contact details and other alternate contacts updated. This way it will be easier for us to notify them of any circumstances that may arise. With proper and good communication, there is a greater chance of having a reasonable solution to any circumstance that may arise in the future. It is our customers’ responsibility to check the cake upon delivery or pick up. There will be no reimbursement/refund, once the delivery person leaves your area. [INSERT NAME OF PASTRY SHOP] is not liable for how the cake is being handled or what our customers do with it once it is already out of our premises.

**Refunds are only possible if:**

[INSERT NAME OF PASTRY SHOP] fails to deliver or fails to have your cake ready for pick up during the given date, not including events of nature catastrophes that may hinder our task to deliver until a later date.

**Refunds are not possible if:**

* The customer or his/her representative orders for him/her providing us with incorrect information such as the date, address for delivery, or preferred time.
* [INSERT NAME OF PASTRY SHOP] is not liable for any additional expenses that you may receive due to incorrect information given.
* Requested refunds because of decoration, size of embellishments, wrong style, color, or perhaps misunderstanding of the entire cake design, or ordering wrong cake flavor from what you really wanted, imperfections caused by humidity, weather, or other factors will not be refunded.

**Customer Pick Up**

[INSERT NAME OF PASTRY SHOP] will not be liable for any damages to a customer’s cake once it is already out of our premises. Customers must ensure to keep the cake cool and away from the sun’s exposure or direct sunlight in order to prevent it from melting or softening.

**Cake Set up**

If customers wish [INSERT NAME OF PASTRY SHOP] to set up their cake as well as decorate the cake table, they should inform us in advance since we need to bring special equipment, materials, etc. Moreover, the table must be strong enough and levelled to hold the cake.

**Payment Deadline Notice and Rental Agreement**

In the event payment for final balance has not been received upon the deadline for payment, [INSERT NAME OF PASTRY SHOP] reserves the full right to terminate the contract. That being said, [INSERT NAME OF PASTRY SHOP] will have no further obligation. Any deposits made shall not be reimbursed.

Rental Equipment Return Due Date: [SPECIFY RETURN DUE DATE]

Changes and Cancellations

* **Changes**

Any reasonable modifications to customers’ orders shall be made up to [SPECIFY NUMBER OF DAYS] before the wedding event. There shall be additional fees or charges depending on the nature of such modifications.

* **Cancellation**

If customers inform us of any cancellation before the wedding event, [INSERT NAME OF PASTRY SHOP] will not provide any refund for [SPECIFY AMOUNT] $.

**[INSERT NAME OF PASTRY SHOP]’s Responsibility**

We at [INSERT NAME OF PASTRY SHOP] take our responsibility to provide customers’ wedding cake as agreed in this contract very earnestly. Nevertheless, should any unpredictable events arise which impedes us from completing our responsibility leading to cancelling our agreement with our customers, [INSERT NAME OF PASTRY SHOP] shall fully refund your payment. Moreover, if possible we will work with our customers in order to seek for another competent pastry shop to further assist them with their wedding cake and shall collaborate when it comes to transferring needed equipment to the newly chosen pastry shop.

**Mistake Liability**

While [INSERT NAME OF PASTRY SHOP] makes all efforts to provide exact customers’ preferences for their wedding cake such as the flavor, filling, embellishments, cake size, design, and shape, the crafting of such wedding cake is truly a masterpiece and may be subject to minor modifications and/or mistakes by the creator(s).

**Cake Photographs**

[INSERT NAME OF PASTRY SHOP] reserves the full right to take and use our photos of our customers’ cake(s) for marketing purposes that include advertising and promotion through our different marketing partners. [INSERT NAME OF PASTRY SHOP] can request photographs from the customers’ photographer(s) for similar purpose, though [INSERT NAME OF PASTRY SHOP] should credit the photographer(s) in the marketing process if agreed by both parties.

When delivery is complete and set up is fully done, the protection of cake will be the customer's’ obligation.

**Deposits for Rental Equipment**

[INSERT NAME OF PASTRY SHOP] requires customers to have a deposit on any or all rental

equipment. The amount for deposit will be [SPECIFY DEPOSIT AMOUNT] $ via [SPECIFY MODE OF PAYMENT]. Once the rented equipment is returned in good working condition after the wedding event, [SPECIFY AMOUNT] $ shall be reimbursed back to our customers.

**Replacement fee for missing or damage parts of the equipment**

If customers decided to keep the equipment or perhaps chose to return it with missing parts, they shall be liable for the replacement cost of such equipment. [INSERT NAME OF PASTRY SHOP] will hold the customers’ deposit and will charge customers’ for additional fees.

I have read and agree to abide with this contract. I have received a copy of this contract which serves as my personal record.

[INSERT NAME OF REPRESENTATIVE AND SIGNATURE]

[INSERT DATE]

[INSERT NAME OF CUSTOMER AND SIGNATURE]

[INSERT DATE]