

Sugar Bug Cakes Policies & Procedures

Booking your Sugar Bug creation

We do our best to quote your design as quickly as possible for you, to do this the following information is required.

- rough number of people cake needs to feed
- possible flavours
- possible food allergies
- any wording to go on the cake

Because our cakes are custom made to order bookings are recommended to be made 3-4 weeks in advance, although we do have cancellations and can sometimes do orders at short notice but please make sure you book well in advance to secure your booking.

Deposit

In order to schedule your cake on your event date a \$30 non-refundable deposit is required. Without the deposit, we will not hold your date; payment must be made within 48 hours of contacting Sugar Bug cakes unless an organised date of payment was arranged outside this time. Progress payments can also be arranged also.

Wedding cakes require a \$100 deposit due to the large scale of these orders, payment will be organized between customer and management for this deposit but a deposit must be paid 2 months prior to the wedding day.

Ordering your design

There are a number of ways you can order you Sugar Bug cake:

- phone (0211546600)
- email jayne@sugarbugcakes.co.nz
- Facebook messenger <https://www.facebook.com/sugarbugcakesandsweets/>
- website chat <http://www.sugarbugcakes.co.nz/>
- Instagram message <https://www.instagram.com/sugarbugcakes/>
- meeting via appointment

We like to ensure that you are getting the correct design you have envisioned, appointment or by phone is the best way to book and ensure your cake is designed to your liking, photos, email, and messenger contact can be less effective. If you are sending us pictures of cakes that are not designed by Sugar Bug we will design your cake as close as possible but will be done in the style of a Sugar Bug Cake and will put our touch on the design.

On request, cake sketches can be drawn up by Sugar Bug to confirm design, colours, size, and products used, ever baker has different techniques to create designs.

There will be no refunds if you have booked via messenger or email if they are not an existing design. We do our best to create your vision but each bakery does have its different styles and we will not copy pictures completely Sugar Bug will always put there touch on their design, if you are concerned that your design has to be specific we highly recommend a call or organised meeting.

Food allergies and non-edible items

Nowadays food allergies are very common please let us know if there are any allergies that we need to know about, your takeaway form does have this information on it. If you do request a copy of ingredients, this can be supplied to you upon request.

Non-edible items can often be in cakes to hold up tiers, toppers, and decorations, all non-edible items will be listed on your takeaway sheet also.

Sugar Bug Cakes makes every attempt to identify ingredients that may cause allergic reactions for those with food allergies however, there is always a risk of contamination. There is also a possibility that manufacturers of the commercial foods we use could change the formulation at any time, without notice. Customers concerned with food allergies need to be aware of this risk.

Collection and payment

Cakes balance must be paid upon collection, either by cash on the day or the day before if using internet banking, sorry no Eftpos is available on site. If you cannot make the payment or remaining payment of the product on the day of collection the product remains property of Sugar Bug Cakes. Due to goods being perishable if the cake is not collected and no contact has been made by the customer within two hours of the arranged pick up time the cake can be on-sold, given to charity or disposed of.

Sugar Bug Cakes work from a private residence and we would appreciate if you arrive on time to collect your goods, times have been arranged for collection in between meetings with other clients and kitchen baking hours, we do this so we can give you our full attention when you arrive to collect your goods. A takeaway form is required for the customer to sign upon collection.

Collecting on behalf can be done by arrangement, but because of the nature of the product Sugar Bug is not responsible for any transport or storage of the goods by the third party. The third party must sign and the takeaway form to know that they are responsible for the goods.

Commercial clients

Please note you cannot pay for goods via credit card, we are happy to invoice your goods or a bank deposit number is available.

Transport and delivery

Delivery is available but due to our size this is only on some days is available, sorry we will not courier cakes. Delivery fee to Christchurch areas \$40 | Rangiora, Kaiapoi & surrounding \$10.

If you choose to pick up your cake and transport it yourself, we are not liable or responsible for the cake once it has left us. You should prepare your vehicle so it is clean and free of items that could roll or slide into the cake and prepare a flat surface. We do everything in our power to provide a well-structured cake, but please note that cakes are very fragile and break easily, drive carefully and slowly.

Important: Sugar Bug Cakes takes no responsibility if the cake or goods are damaged during transport so it is important to make sure your cake is secured in place and is best placed as flat as possible e.g. not on the angled back seat and is in transport for a minimal time. We can help with loading and securing your cake if you are unsure, so please do ask if unsure.

Please do not leave your cake or goods in the car, even in winter months it can melt, a takeaway care sheet is given upon collection please read if unsure.

Storage

In the summer months, your cake is best kept in a cool room, if it is really hot please store in the refrigerator if you choose to do this please remove the cake from the refrigerator at least a good hour before cutting and eating, as the cake is best eaten at room temperature.

Storage of cookies iced and with the edible printed design is best to be stored in a cooler room do not store cookies in the fridge.

Cupcakes and donuts are to be stored in a cool room also if you donuts are going to be eaten the following day please take out of the box and store in an air-tight container.

Cake stands and board hire

Cake stands and boards can be hired at a charge, all stands and boards must be returned to us within one week of hiring, we will not collect these from wedding venues.

Refunds on deposits

Deposits are non-refundable. Due to our full schedule and our attention to detail, we spend many hours planning and preparing before even beginning on a cake.

In the event that you need to cancel an order, the deposit can be moved to another date for another order.

Full refunds

Full refunds will not be provided unless deem otherwise by management this is why it is important for:

- you to collect your cake yourself to ensure in are getting the correct goods
- you transport and store the cake accordingly
- you have given the correct details of design

In an event of a cake getting damaged in your care please contact us, if we are available to help rectify the problem an hourly rate of \$25 is charged to the customer for our time.

Photos and social media

Every cake that leaves us has a photo footprint, we will not post your cake on social media or our website until after your celebration. Wedding cakes will not be posted until after one month of the wedding date. We will post any cake or any other products to our social media, if you wish not to have your photos posted please let us know.

Hours

	Available on messenger, email, phone or meeting by appointment.	Cake collections by appointment
Monday	9am – 4pm	12pm - 1pm / 4pm - 6pm
Tuesday	9am – 4pm	12pm - 1pm / 4pm - 6pm
Wednesday	9am – 4pm	12pm - 1pm / 4pm - 6pm
Thursday	9am – 4pm	12pm - 1pm / 4pm - 6pm
Friday	9am – 4pm	12pm - 1pm / 4pm - 6pm
Saturday	9am – 12pm	9:30am – 11am / 4pm – 5pm
Sunday	Closed	Closed