



## **TERMS OF SERVICE**

### **TERMS AND CONDITIONS FOR CELEBRATION ORDERS**

When proceeding with your bespoke order, secure your date and order by making a 50% non-refundable deposit. An invoice for the celebration orders will be sent, holding your date for 24hrs to allow deposit payment. Once paid, you're booked, and the remaining 50% balance is due four weeks before your collection date. Orders under €300 must be paid in full at the time of ordering. The cost of the delivery service, if requested, is included in the final agreed price.

### **PETI GATO PRODUCTS**

Products crafted by PETI GATO are handmade, and as a result, there may be slight variations in appearance. The images, illustrations, and descriptions presented on the website or social media platforms are for guidance purposes only.

For decorative elements, certain products like sugar flowers, fondant figurines, dummy cakes, fondant balloons, cookie decorations, cake toppers, fresh flowers, and leaves may contain toothpicks, bamboo sticks, wires, floral tape, styrofoam fillings, or acrylic/wood material. Kindly ensure to remove these pieces before consuming the product.

### **DELIVERY POLICY & MISHAP DISCLAIMER**

There is a delivery charge start from €30. Any associated charges will be explained during the ordering process, and there is no additional fee for order collection.

If you opt to pick up your cake in person, PETI GATO WILL NOT be held responsible for any damage once the cake is picked up. Please plan ahead for transportation.

If someone else, on your behalf, picks up the cake, it is at your own risk. PETI GATO WILL NOT transfer the cake to the driver outside our studio and WILL NOT be responsible for any damage post-pickup.

Considering the unique size and shape of each cake, PETI GATO does not typically provide sealed boxes. Ensure you have a clear, flat space in your vehicle for transportation, preferably using a non-slip mat. Placing it on a car seat is NOT recommended.



## **STORAGE**

To maintain your cake's quality, store it in the fridge. After cutting, store the remaining cake in the fridge with an airtight container. Allow cake slices to return to room temperature before consuming. Consume your cake within 5 days. A comprehensive cake care guide, along with a "How to Find Me" and transportation guide, will be sent upon booking.

## **WEDDING CAKES**

All wedding cake prices are customized for each design. Once a quotation is sent, your date is reserved for 1 week. Secure your date with a 25% non-refundable deposit. An invoice for the remaining 75% will be sent four weeks before your wedding day. Dates are not secured until the deposit is paid. Wedding cakes with less than 4 weeks' notice must be paid in full. Any changes to wedding cakes must be communicated at least 6 weeks prior. Once a cake is delivered and set up, PETI GATO cannot be held liable for any damages or issues.

## **MINIMUM BOOKING FEE FOR WEDDINGS**

Due to demand, there is a minimum fee of €500.00 for Wedding Cakes  
The minimum booking fee does not include travel expenses

## **BOOKING FEE AND PAYMENTS**

Immediate payment of a non-refundable and non-transferable booking fee is required.



### **IF YOU CANCEL OR CHANGE YOUR BOOKING**

All communication, including general enquiries or changes to a booking, must come from the bride or the person responsible for the booking. Additional contact from bridesmaids or relatives cannot be accommodated due to the volume of bookings managed. For changes to the original booking, the responsible person must inform us via phone call, letter, or email as soon as possible. Changes are subject to availability.

#### **Cancellations:**

3-6 months prior to the wedding day/ collection day:

50% of the remaining balance for canceled services

1-2 months prior to the wedding day/ collection day:

75% of the remaining balance for canceled services

Within 1 month prior to the wedding day/ collection day:

No refund; full payment is due.

Cancellation or reduction of services 6 months or more before the wedding date results in no billing, but the deposit is non-refundable.

All cancellations must be submitted in writing by the named person on the booking form.

The date we receive your cancellation notification letter is considered the cancellation date.

### **EXTREME WEATHER CONDITIONS OR DELAYS EXPERIENCED**

In the case of unforeseen delays beyond our control, like severe weather conditions or unexpected traffic congestion, no compensation will be offered if we exceed the allocated time. Refunds will not be provided if one or more services are forfeited due to such delays.

### **HEALTH & SAFETY**

**PETI GATO** strictly adhere to all health and safety precautions. In the event of an accident caused by equipment breakdown or inattention, resulting in injury or damage to the property of any member of the wedding party on the booking form, please contact PETI GATO immediately. If necessary, seek legal advice.

Thank you for your understanding and cooperation. For further questions, please contact me or refer to our FAQ's on PETI GATO website.

By paying your deposit, you agree to the above terms and conditions.