

COVID-19 DELIVERIES and COLLECTIONS FROM 1 January 2021

Please read the following in conjunction with the full Terms & Conditions of Supply.

Collecting An Order - Covid-19 Restrictions - Contactless

Orders can be collected from The Cakery® Gloucester premises by prior arrangement.

- Please ensure you are wearing a mask.
- Your order will be in our porch on the shelf for you to safely pick up and take away.
- We will maintain at least 2m distance or, if it's cold or raining, we'll be standing behind the closed inner door.
- We wear masks all the time when dealing with clients face to face.

Once goods have been collected, the responsibility for any damage through transportation lies with the customers. Should an order not be collected on time, we will retain it for 24 hours to allow sufficient time to call us to re-arrange collection. The Cakery® Gloucester does not offer refunds or replacements for orders that have not been collected within 24 hours after the agreed date and time.

Delivery of Goods - Covid-19 Restrictions - Contactless

Freshly baked goods are available for delivery throughout Gloucestershire by prior appointment.

- On arrival at your address, we will be wearing a mask.
- Please ensure you wear a mask.
- Your cake will be in its white cake box which will be delivered inside a plastic Really Useful Box with a lid on.
- We will ring your door bell.
- The box will be left on your doorstep.
- We will stand at least 2m away whilst you collect your cake from inside the plastic box and have a peek to see if everything is to your liking and that there is no damage to your cake or cupcakes.
- Once you have accepted your cake, we will be on our way.
- The plastic box is sanitised before being put back into our vehicle and used again.

Delivery and setting up of Wedding Cakes

At the venue:

All staff are wearing a mask.

We will wear a mask at all times whilst on the premises

We will adhere to the 2m distance rule

We will regularly sanitise our hands, surfaces and equipment.

We carry surface sanitiser and hand sanitiser at all times.

Customers are required to provide a delivery address, post code and a contact number.

If, for any reason, the delivery cannot be accepted at the agreed time and location, we will take your order back and retain it for the next 24 hours during which time you can call us to request re-delivery at an additional charge or to arrange personal collection from The Cakery® (Gloucester) premises.