**USER MANUAL**

**How much do your custom and wedding cakes cost?**

Due to the unique nature of our custom and wedding cakes, there is really no set price for a specific cake. Several factors will be considered in determining your total price. First your base price will be calculated by multiplying the number of servings of cake times the price per serving for the flavor you select. Some items such as dummy tiers of cake or details may be additional, and are priced out per item separately. While we will always try to accommodate pricing requests in store or via email, it is best to schedule an appointment for a consultation. This allows us to factor in as many of these details as possible to provide you with a more accurate quote.

**What is your cancellation policy?**

In the event of cancellation, payments and deposits are non-refundable and non-transferable. For Signature Cakes only, we offer in store credit for any payments in addition to the initial deposit as long as the cancellation is not the week of the event. No cash, check, or credit refunds will be issued under any circumstances.

**How do I store my cake balls, cake pops, and cupcakes?**

CAKE BALLS/CAKE POPS:We recommend storing our cake balls covered in a cool, dry place. Generally, they can last about 10 days at room temperature, as long as they are not exposed to heat, humidity, or sunlight. They can be refrigerated up to 2 weeks (please note that refrigerating our cake balls may cause condensation on the chocolate and affect the moisture content and appearance of our cake balls). We do not recommend freezing our cake balls. Any cake balls with bacon must be kept refrigerated and consumed within 3 days of purchase. We do not recommend freezing cake balls.

CUPCAKES: Best if enjoyed the day of purchase, or the very next day. We recommend storing in an airtight container. We do not recommend refrigerating our cupcakes! Refrigerating may change the moisture level and consistency of our cupcakes. Keep out of heat, sunlight, and humidity.

FREEZING CUPCAKES: Cupcakes may be frozen on the day of purchase, in an airtight container. When ready to enjoy, remove from freezer and place in a dry container/on a dry surface (remove from container you used to freeze them) at ROOM TEMPERATURE (do not refrigerate) for about 3 hours.

CAKES: Best if enjoyed the day of purchase. DO NOT REFRIGERATE. Keep away from heat, sunlight or humidity. To keep fresh, transfer to air-tight container, or wrap box in plastic wrap.

**Are cake balls fully baked?**

Yes! The cakes in our cake balls are fully baked prior to being made into cake balls. We achieve the super-moist (and super delicious!) consistency when frosting is added to the cake mixture, achieving a dough-like consistency. Our cake balls are 100% made by hand from start to finish in a 7-step process, the first of which starts with a fully-baked caked.

**What size are cake balls?**

Our cake balls are approximately 1.5 inches in diameter (about the size of a golf ball). They are just the right size for a satisfying dessert or treat, and they require no utensils to eat them!  Cake pops are the same size, only with a stick.

**What if I have food allergies?**

All of our products are produced in an environment where the following are present, and may come in contact with your product: Nuts, soy, wheat, dairy, and products containing gluten. If you have a food allergy, we do not recommend consuming our products.

**How many servings does each cake provide?**

The serving sizes below are for large dessert sized servings, for smaller morning tea sized servings the cakes can provide 5-20 extra servings (depending on the cake size).

5" serves 2-5

7" serves 5-8

10" serves 16-20

12" serves 25-30

7"+10" stack serves 30-40

10"+12" stack serves 50-60

7"+10"+12" stack serves 55-70

**How many words can I fit on my cake?**

While we endeavor to fit as much writing on our cakes as we can, due to size and other decorations there is usually a limit to what we can do. Below is a guideline, lower numbers if the cake has a decoration, upper if it only has writing, please also note these are dependent on word length. If the writing is on a chocolate plaque, e.g. the kit kats and M&Ms cake or the whip cakes, these only fit 4 words regardless of the size of the cake.

5": 0-2 words

7": 4-6 words

10": 5-7 words

12": 6-10 words

For stack cakes, use the guideline above for the smallest cake size.

**What is the shelf life for your cakes? And how do we keep them?**

Our cakes last 3-4 days but are always best fresh. They need to be kept at room temperature, due to the chocolate content in our ganache icing they should not be stored in the fridge. If you have a large amount left over you can freeze the cakes too.

**How much notice do you need to cater my upcoming event?**

Please allow us a much time as possible to meet and/or discuss all of your catering needs. Just in case, if you are in need of a last minute caterer, please make us your #1 choice. Call us to discuss your needs!

**Are all of your cakes really handmade?**

Yes! Though the number of cakes we bake has grown, our batch size remains relatively small and we’re careful to stay true to our handmade promise, even designing specific tools to assist the bakers where necessary. We grate our own carrots, add ingredients into the mixers by hand, spread the mixture into tins and hand-finish every cake.

**How can I be sure that your cakes are suitable for Coeliac sufferers ?**

All of our Gluten Free cakes are baked within our fully segregated Gluten Free Bakery, and are licensed with Coeliac UK. This requires us to be audited against official Gluten Free standards and send our cakes for regular testing to verify that no gluten is present. In order to ensure our Gluten Free cakes stay safe for Coeliac sufferers, please make sure you provide separate serving utensils to avoid cross-contamination between Gluten Free and cakes containing gluten.

In addition to being perfectly safe for Coeliac sufferers, our Gluten Free products are delicious too: four of the nine Great Taste Awards we won in 2016 were for our fantastic Gluten Free Cakes.

**What flavours do you do?**

Italian Style (Most popular):

Layers of light and fluffy vanilla sponge with fresh cream , crème pattissiere & mixed fruit– makes a great dessert!

Selva Nera (Most popular):

Layers of light and fluffy chocolate sponge with fresh cream, crème pattissiere & mixed fruit (zabliogne cream – Alcohol optional) – makes a great dessert!

Chocolate Fudge:

A deliciously indulgent Chocolate sponge with a silky smooth chocolate buttercream.

Victoria Sponge:

A Classic vanilla sponge with buttercream and raspberry jam.

White Chocolate Buttercream & Berries:

Layers of light vanilla sponge with white chocolate buttercream and mixed berries.

Red Velvet:

Decadent red velvet sponge with smooth vanilla buttercream.

Black Forest:

Rich and classic chocolate sponge, fresh cream and Morello cherry.

Macaroon Cake:

A light vanilla sponge with fresh cream & crème pattissiere with a hint of almond essence.

Lemon Cake:

Soft lemon sponge, with a light and zesty fresh lemon cream.

Setteveli Cake:

4 layers of chocolate sponge with; chocolate hazelnut, dark chocolate & crunchy flakes. The result is a culinary tour de force!

Oreo® Cake ( New flavour very popular):

Layers of chocolate sponge with fresh cream, crème pattissiere & crushed Oreos®.

Strawberries & Cream (New flavour very popular):

Soft vanilla sponge, strawberry cream and fresh strawberries.

Simple Vanilla:

Soft vanilla sponge with a smooth vanilla buttercream.

**Are any of your cakes suitable for vegetarians, vegans or Muslims?**

Any cake made with dairy products will not be suitable for vegans.

All our cakes are suitable for vegetarians & Muslims other than the mousses which contain gelatine.

All our cakes are suitable for Muslims, please just request NO ALCOHOL.

**I have special dietary requirements, can you bake for me?**

Absolutely, having special dietary requirements is no reason to be excluded from enjoying delicious cakes, see our provision for special requirements.

**How much do special occasion cakes cost?**

Special occasion cakes are also priced per serving starting at $9.00/slice and go up depending on intricacy, complexity and design.

**What is your minimum order quantity?**

We have different minimum order quantities depending on what it is you’re ordering. As everything is baked fresh to order, we are unable to produce small orders of just a few cupcakes as this is not economically viable. Check the minimum order quantities on our ordering pages here.

**How is it best to store my cakes?**

We have a tendency nowadays to want to put everything in the fridge. However, unless your cupcakes contain cream cheese icing, they are best enjoyed at room temperature. Not too hot and not too cold. Be sure not to put fondant iced cupcakes or cupcakes with fondant decorations in the fridge as this can make them go sticky with the condensation as they warm up again. A cold fridge will also make our amazingly smooth buttercream rock hard – not ideal!

**Can my florist or I put flowers on the cake?**

We are more than happy to work with your florist… in fact we actually recommend this – it gives your event a beautiful flow and ensures everything matches! We are responsible for ensuring your cake is safe to eat and free from contamination and is something we take very seriously.

We strongly advise against placing flowers on the cake yourself or asking your florist to do this. They must be prepared correctly and meet certain food safety standards in order to prevent contamination of the cake, reduce serving sizes and potentially harm your guests.

**What do you sweeten your sugar-free cakes with?**

We use xylitol in our ‘sugar free’ cakes.

Please note xylitol is not suitable for babies and should be eaten in moderation as it can have a laxative effect.

We also offer a coconut sugar and agave nectar option which a healthier low sugar alternative.

**What is our guarantee?**

We consider our customers to be family, and it is our honor to serve you. Every cake is made from scratch, and always unconditionally guaranteed to arrive on time, and in perfect condition.

If the cake does not arrive on time, or in perfect condition, we will be happy to ship a replacement.

**What cakes do you have in your emergency cabinet?**

Our cake decorator will ice a variety of flavours, designs and sizes daily. If you need something last minute please give us a call and our staff can provide options available in our cabinet. They can sell out though so it’s best to call us first thing at 8am to reserve one. Please note that reserved cakes require a 50% deposit or full payment over the phone

**What is a 'false' tier?**

A non-cake tier may be introduced to add scale and drama to a design. Any false tiers incorporated into your design will be decorated in the same manner as the remainder of the cake. Also known as a “dummy” tier.

**What happens with styling?**

Basic styling should be a must even for the simplest of cake displays – just a table runner will make a huge difference. I can style the table or happily work along side your chosen stylist for the day.

**What is the difference between a cake layer and cake tier?**

One tier is comprised of 4 layers of cake and 3 layers of filling for many cake designs.

**Why does my cake sink in the middle?**

The main reason why cakes sink in the middle is using the incorrect quantities of ingredients. Make sure that you use the exact measurements specified in the recipe and use only the freshest ingredients. Other things to take into account are ensuring you set the oven to the correct temperature and that you are baking the cake for long enough. When the cake is finished baking, open the oven door slightly and let the cake cool gradually as a rapid change in temperature can also cause problems.

**How do you dowel a cake?**

Wooden or plastic dowel rods are essential when making a tiered cake. They stick into the base layer and support the cake cards or boards of the layer above. If you have a heavy cake board on top, it is recommended you use wooden dowels and sharpen them, sticking multiple dowels into the lower base and bottom of the upper level. Position at equal distance around the inner edges of the cake to hold the weight evenly. Dowels should be inserted after positioning cake base layer.

**Will my cake get spoiled?**

Your cake will not get spoiled if it is refrigerated immediately after the delivery and it can stay in the chiller for 6 hours.

**What types of Creams/Cake toppings available?**

We use a premium non-dairy cream for Cream based Cakes and Chocolate Ganache for chocolate cakes.We have a variety of fruit fillings which are fresh and brought in from various locations to give you the best dessert experience.

**Why hasn’t my cake risen?**

Oven Temperature - Check how accurate your oven temperature is.

Under baking - Oven temperature too low and/or too short a baking time. Make sure you have an oven thermometer to test your oven for accuracy.

 Opening the oven door- Did you keep opening the oven door during the baking process?

Moving or jarring cake before sufficiently baked or opening the oven door before cake sets. Only open oven door if absolutely needed, one-half to three-quarter's way through baking.

Mixing up self-raising with plain flour

Over mixing the cake batter - Too much air is incorporated into batter. You should fold the flour in is to add air and retain any that is there already, if you beat the mixture you are beating the air out of it, and that would mean it would not rise so much. Depending on the recipe if you fold in egg whites, if not beaten fully or folded in too harshly, the cake could fall. Even creaming the butter and sugar too much or too little can cause problems.

Over or under measurement of liquid or under measurement of flour.

**We are planning an outdoor reception .How does this affect our cake choices?**

Heat is an enemy of all types of icing and fillings.

Remember, bugs love sweets so we highly

recommend that cakes remain indoors in an air

conditioned area until just before the cake cutting

Ceremony.

**What are my cake shape options ?**

We have a variety of shapes to choose from:

including round, square and heart. Round

cakes are the standard shape and the most

budget friendly. All other shapes are

non-standard and will result in a higher price

per serving.

All cakes are baked fresh to order, never

frozen.

**What are my choices for batters and fillings ?**

Batter- White vanilla, White Almond, Lemon, Marble(White Vanilla/Dark Fudge Chocolate), Dark Fudge Chocolate(with mini chocolate chips) Banana, Carrot, Spice, Pumpkin, Red Velvet, Gluten Free (yellow or chocolate).

Filling- Buttercream, Old fashioned Buttercream (sweeter), Chocolate Buttercream, Chocolate Ganache, Chocolate Mousse, Cherry, Almond, Pineapple, Coconut, Raspberry (seedless), Raspberry/Mango, Apricot, Peanut Butter Buttercream, Fresh Strawberry, Lemon, Chocolate Fudge, Cookies and Cream (Oreo), Orange Dreamsicle, Cream Cheese, Banana or Strawberry Cream.