

SILVIE

Cake Care / Terms and Conditions

Cancellation Policy

Please note for all cakes, payment in full is required to secure your order and all sales are final. When ordering an online celebration cake, we require 1 week's notice. We have a no cancellations policy but in the event of an emergency or if your event is cancelled and it's beyond your control, we are happy to move your cake order to a later date. Thank you so much for understanding the policy of our small business while we do our best to be flexible to individual needs.

Allergies or Ingredient Sensitivities

All cakes are made in a kitchen shared with soy, milk, eggs, peanuts and other nuts. If you have any food allergens or intolerances, please read our allergy listings and speak with us about our ingredients or specific allergy requirements before placing your order.

Ordering, payment, collection, and delivery

We process orders from 9am-5pm Monday – Friday and do not take orders on the weekend or on bank holidays. When ordering an online celebration cake, we require 1 week's notice. (*please state collection date/time at checkout*).

We offer collection from our venue (281 Iffley road) Thursdays, Fridays and Saturdays 10am-2pm and delivery (OX1-5) Thursdays and Fridays 4-6pm. If you have a collection/delivery required outside of these times please contact us by email for us to approve prior to ordering. Please check unavailable dates on website order page before ordering. Any orders that fall outside of these requirements or cannot be fulfilled due to our availability will be refunded.

We require payment in full to finalise and confirm your order. Prices are subject to change until your order is paid for. Our kitchen is small and our capacity is limited. For this reason, we suggest you allow as much time as possible to avoid disappointment. We have specific time slots that your cake can be ready for collection / delivery. The time slot will be stated on your receipt, please note that unfortunately, your cake cannot be ready earlier than the stated time.

Cake Storage & Fresh Fruit and Flowers

All our cakes should be kept in a cool place or fridge between collection and serving. We advise taking the cake out of the fridge one hour before serving to allow it to come up to room temperature. We advise serving cakes with fruit and/or flowers on the day of collection. Please note our flowers are decorative and not edible.

Our floral decor varies with the season and each cake finish is unique. We cannot guarantee a particular colour or style.