



CANCELLATION POLICY

WORKSHOPS

Last updated – 03/02/2026

I understand that life happens, emergencies and unexpected situations can arise. I will always try to be as accommodating as possible while also ensuring that my workshops run smoothly for everyone.

Cancellations & Refunds Cancellations made 7 or more days before the workshop

50% refund or a full credit towards a future workshop.

Cancellations made with 3-7 day's notice

No refund but full credit towards a future workshop

Cancellations made within 48 hours of the workshop

No refund

But, you may transfer your spot to a family member or friend or I can gift your space on

Payment is required upon booking to secure your spaces

Thank you for your understanding and support



CANCELLATION POLICY

CUSTOM ORDERS

Last updated – 03/02/2026

I understand that plans can change, so I aim to be as flexible as possible. However, as all my orders are custom-made, I have the following cancellation policy in place

Cancellations made at least 7 days before the scheduled date

will be cancelled with no deposit returned. Deposits are non-refundable but can be transferred to a future order

Cancellations made between 3 and 6 days before the scheduled date

You will be asked to pay 50% of the order total.

Cancellations made within 48 hours of the scheduled date

You will be asked to pay for the full order total

Changes to Orders

I will do my best to accommodate minor changes to your order. However, any changes to the size, design, or ingredients within 48 hours of the scheduled date may not be possible. If I can accommodate the change, there may be an additional charge.

No Shows / Failure to Collect

If you fail to collect your order at the agreed-upon time or if I am unable to deliver due to no fault of my own (e.g., no one is available to receive the order), no refund will be given and I will only hold the order for the day scheduled.

Collection Days

Please note, I only accept collections on Tuesdays, Thursdays, Fridays and Saturdays

Deposits

When ordering your cake, I will request a £10 non-refundable deposit to secure your booking. This is deducted from the total balance on collection. Please note this deposit is non-refundable at all times.



CANCELLATION POLICY

PARTIES AND PRIVATE WORKSHOPS

Last updated – 03/02/2025

At Luxury Bakes, I am committed to providing a memorable and fun experience for all my customers. To ensure clarity and fairness, I have outlined the following policy for my baking parties and private workshops. I understand that sometimes plans change. Please take note of the following terms and conditions

Cancellations made more than 14 days prior to the event

You will receive a full refund (minus the non-refundable deposit)

Cancellations made 7 to 14 days before the event

You will be required to pay 50% of the total amount

Less than 7 days before the event

You will be required to pay the full amount for the service

Deposits

A non-refundable deposit of £50 is required to secure your booking. This deposit is deducted from the total cost of the party or workshop.

The remaining balance is due 7 days prior to the event date.

Rescheduling

If you need to reschedule your workshop or party, I will do my best to accommodate an alternative date. Please note the following

Rescheduling requests made more than 14 days prior to the original event date can be done at no additional charge.

Rescheduling requests made between 7 – 14 days may incur an additional fee, depending on availability and preparation requirements.

Rescheduling requests made less than 7 days prior to the event will incur an additional fee, depending on availability and preparation requirements.



CANCELLATION POLICY

PARTIES AND PRIVATE WORKSHOPS

No Shows or Late Arrivals

If guests fail to show up or arrive late to a workshop/party, I am unable to offer refunds for the missed time or activities. I would recommend all guests arrive on time to ensure the full experience.

Exceptional Circumstances

In cases of serious illness, emergencies, or extenuating circumstances, I will try to accommodate rescheduling or offer a partial refund at my discretion.

Please contact me as soon as possible if you're facing such circumstances.

Personal Safety and Conduct

You are given a brief safety overview at the start of each workshop for example, candles etc.

Attendees are encouraged to report spills, breakages or hazards immediately

Children at Baking Parties must be supervised at all times, I cannot leave the room unattended and I encourage parents/guardians to stay and supervise too incase of emergencies. Phone numbers are required incase I need to get in touch with you in case of emergency.

I am fully first aid trained and DBS checked



CANCELLATION POLICY

LUXURY BAKES POP-UP

Booking & Payment

A £100 deposit is required to secure your pop-up booking, with the remaining balance due during the week of your pop-up.

Pop-Up Timings

Pop-ups have a maximum service time of 2.5 hours or until sell-out, whichever comes first. We will confirm arrival and set-up times, the pop-up start time, venue access and any equipment or requirements with you beforehand.

Cancellations

Please let us know as soon as possible if you need to cancel or change your booking.

If you cancel within 7 days of the pop-up, the remaining balance may also be payable, depending on preparation and products already arranged.

In exceptional circumstances, we will always try to accommodate rescheduling or offer a partial refund at our discretion.

Important Information

Products may sell out before the 2.5-hour time cap. If we sell out, we will begin packing down and the pop-up will finish.

By booking, you confirm that you have read and agreed to this policy.