

COVID 19 Response

We're actively keeping up to date on all the advice coming from Government. We expect Government measures will change throughout this period, and we'll update our response on our website accordingly.

The consensus of scientific evidence collected since November last year (from the WHO and governments globally), indicates that the virus is extremely unlikely to be transferable in or on food products or packaging.

We are operating as 'Business as usual' here at Cakes by Carol with a few changes which go into place as of today.

Firstly if your order is within the next two weeks and you are still happy to go ahead/amend your order or wish to postpone, please get in touch ASP by email or phone. We will do our very best to accommodate your needs.

Being flexible with postponements

These are unprecedented times and so we're also offering all our clients who decide to postpone their event the opportunity to rebook with us before the end of June 2021 - subject to us finding a mutually agreeable date. Your deposit will be held against the new date and the balance will be payable in the usual way. In addition, we've chosen to hold our quoted price for you. We won't add our standard annual inflation. We recognize this is a season filled with lots of unknowns, and we don't want to add to that.

If we or any of my family become ill or I need to self-isolate we will of course contact you and help to re arrange an alternative date or another local cake maker.

On collection of your order this will take place as quickly and smoothly as possible. The remaining balance is to be settled online

Holding virtual consultations and tastings

For the next 3 months, to reduce travel and potential exposure, we'll be conducting all our consultations and tastings via video call Facetime/ Skype/ facebook. Sample boxes will be sent in advance of consultations to UK clients. This means if you've not yet had your cake tasting, we'll agree a date to send your cake samples by overnight delivery. Just as tasty, at the same rate, delivered to your door!

Thank you for your time and if you have any questions or concerns then please get in touch.

