​Ivy Hill Terms and Conditions

General Terms

Please note that Ivy Hill Baking Co. requires full payment be made up to 3 business days in advance to secure all orders.

While all efforts will be made to fulfill every enquiry, orders are not confirmed until payment has been made, and Ivy Hill reserves the right to cancel orders that have not been confirmed within this time frame.

Please ensure all details of your order are correct before making payment on an invoice.

We require 3 days (72-hours) notice for any changes to orders.

All sales are final and we do not issue refunds. We reserve the right to withhold partial or full payments for large orders.

All prices are subject to change until an order is paid for.

​Due to demand, customization of cakes is not offered at this time.

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Allergies or Ingredient Sensitivities

Please note that all cakes are made in a small, kitchen where soy, milk, eggs, peanuts and tree nuts are regularly used. As such any item may contain traces of these ingredients.

If you have any food allergens or intolerances, please contact Ivy Hill about ingredients before placing your order.

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Delivery

Cakes delivered within Scarborough are free of charge. Please contact Ivy Hill for delivery price list if location is outside Scarborough.

Telephone contact details delivery instructions must be provided for all orders.

​If you are buying a cake to be delivered as a gift, please ensure you provide their full delivery address, contact number and instructions in the event they are unavailable for collection. This is needed alongside your own contact details.

If no one is able to accept delivery or the address or contact number provided is incorrect, the cake will be returned to the bakery and a return fee will be charged.

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Cake Storage & Fresh Fruit and Flowers

All cakes should be kept in a cool, dark place or fridge between delivery and serving.

We advise taking the cake out of the fridge one hour before serving to allow it to return to room temperature.

Please note all flowers are decorative only and not edible.

​Ivy Hill Baking Co. maintains no responsibility for damage to cakes after they have left our premises, nor for wilting of flowers or fruit should the cake not be stored as indicated above.