



## Frequently Asked Questions

### **1. Do you sell Gluten Free items?**

Absolutely! We have gluten free cookies and cake pops. We also feature a gluten free cupcake flavor available for pre-order sale with a minimum quantity of 1 dozen (48 hours notice required). Most of our French macarons are gluten-free, please ask about which flavors are not when ordering. We also offer a flourless chocolate almond cake, which is available for pre-order (48 hours notice required). Note that there is wheat flour used in our kitchen and we cannot guarantee against cross-contamination.

### **2. How far in advance should I order a birthday cake?**

For custom decorated cakes we recommend placing your order 2 weeks' in advance to be safe, but we only require 7 days' notice. You are welcome to call in and see if we can accommodate you on shorter notice, but full payment will be required at the time of purchase. For any of our pre-designed cakes we need at least 72 hours. Also, sometimes we have retail cakes for sale in the display case and we will gladly add happy birthday or any other inscription on to those.

### **3. How far in advance should I order a wedding cake?**

You should place your order as soon as you feel comfortable. If you are planning a Summer wedding we recommend placing your deposit at least 3 months in advance, to secure your particular date doesn't get booked up.

### **4. Do you deliver?**

We deliver wedding cakes and large orders to Anne Arundel County, Howard County, PG County, and Baltimore, Maryland. For smaller orders of at least \$100, we will deliver within the Hanover/Severn/Ft. Meade local area for a \$20 fee.

## 5. How long will it take for a refrigerated cake to reach room temperature?

We recommend taking your cake out of the refrigerator about 2 hours before you plan on serving it. This will allow the buttercream to soften up and it will be much easier to cut. This will make for a more enjoyable experience for you and your guests.

## 6. How long will my items last? How should I store them for optimal freshness?

Cakes: about 5 days in refrigerator

Macarons : 3-4 days in refrigerator in airtight container or plastic wrap, or freeze.

Cake pops : 1 week in refrigerator.

Cupcakes : 1 day at room temperature in an airtight container. Or 2-3 days in refrigerator in an airtight container.

**\*All bakery boxes can be wrapped in plastic wrap to preserve freshness, if you don't want to transfer to another container\***

## 7. Can you apply fresh flowers to my wedding cake?

Fresh flowers are a wonderful accent on wedding cakes. For an additional fee we are able to arrange flowers on the cake for you at the wedding site, as long as an arrival time is coordinated with your florist.

## 8. What is your deposit policy?

We require a non-refundable 50% deposit to book any order. Final payments are due 1 week before the order is due. Therefore, if you place your order with only 7 days' notice you will need to pay in full at the time of purchase.

## 9. What is your cancellation/ No Show Policy?

Once the 50% deposit is made it is non-refundable. Please understand that when we book an order, we decline other orders. For this reason we have a no refund/no cancellation policy that we must enforce for all orders. However, if the event is cancelled, and we have not prepared the items yet, the deposit can be turned into a credit for a future bakery purchase. We ask for a full week's notice to cancel any orders, but we also understand sometimes there are extreme circumstances where that is not possible.