

# juniper bundles

EVENT CATERING & DESIGN

## information t&c's policies

Version 1.0

Reviewed: 26/09/2024  
Next Review Date: 26/09/2025

### 1. PAYMENTS

We accept the following payment methods:

- Credit / Debit Cards on our Square terminal\*
- Cash
- BACS

\*Our payments are processed using Square payment provider, who are fully PCI DSS compliant.

### 2. ALLERGENS

Most products being sold contain **Soya, Milk, Eggs, Wheat Flour** and may have come into contact with **tree nuts** or **nut** products.

Juniper Bundles handles and stores ingredients that contain **MILK, EGGS, SOYA, WHEAT, GLUTEN, SULPHATES, EGG, NUTS** and **ALL OTHER ALLERGENS**.

We are a small home-based kitchen and therefore are unfortunately not able to cater to any allergies due to the potential for contamination.

Juniper Bundles cannot be held liable if we are not informed of any allergies.

### 3. TERMS AND CONDITIONS

By placing an order with us, you agree to the following terms and conditions:

#### 3.1 Orders

- Lead Time: Online Bakery orders require 2 days notice. All other orders must be placed at least 14 days in advance. Rush orders might be possible, however a surcharge will apply.
- All orders are subject to Juniper Bundles availability,
- Custom Orders: For custom cakes or catering requests, once a detailed order form is completed, it must be approved by both parties.
- Confirmation: All orders will be confirmed in writing once either the booking fee or entire payment is made; confirmation will include terms of payments. No orders are confirmed until you have received this confirmation.
- Changes: Any changes must be communicated at least 14 days prior to the delivery or pickup date. Late changes may incur additional charges or be refused.
- Cancellations: Booking fees will not be refunded if an order is cancelled. If an order is cancelled within 7 days of the event, Juniper Bundles has the right to request the full payment. Your order may be cancelled if final payment is not received by the stated deadline. If Juniper Bundles must cancel an order due to our own illness or unavailability, we will attempt to find another local service on your behalf, and any money received will be refunded.

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### 3.2. Payment Terms

Booking Fees: All orders (excluding Online Bakery orders) require a 30% booking fee, without which, the order will not be confirmed. The cost of the booking fee will be deducted from the final payment. The booking fee is non-refundable in any circumstance.

Payments: Final payments are required 7 days before the date of the event. This will be detailed in the order confirmation. Failure to pay the final/full amount by the deadline can result in the order being cancelled.

Full Payment: For any orders placed within 7 days of the event, full payment is required at the time of placing the order. The order will not be confirmed until this is received.

Catering Orders: Event catering orders may be subject to a (refundable) deposit to cover potential damages to supplies and equipment.

Online Bakery Orders: Must be paid in full at the time of ordering.

### 3.3. Deposit Terms

Forfeited Fees: If the final balance is not paid by the due date, the booking fee will be forfeited and the order canceled.

### 3.4. Delivery & Pickup

Delivery: We offer delivery services across Wirral, Merseyside and Cheshire for an additional cost. This cost will be calculated when ordering, starting at £20.

Pickup: All orders are available for pickup at the Juniper Bundles home-bakery during your allocated time slot. Please be on time for scheduled pickups to ensure product freshness. As the bakery is run from a home, unscheduled visits will not be welcomed.

### 5. Refund & Returns

No Refunds: Due to the perishable nature of our products, all sales are final. However, if there is a mistake on our part, please contact us within 12 hours for resolution.

### 6. Social Media Agreement

Photographs: We reserve the right to photograph all products created by Juniper Bundles and use them for marketing and promotional purposes on our website and social media platforms. Please contact us in writing if you do not consent to this.

Customer Sharing: If you post photos of our products on social media, we kindly ask that you credit or tag @juniper.bundles

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### 4. PRIVACY POLICY

#### 4.1. Introduction

Welcome to [www.juniperbundles.co.uk](http://www.juniperbundles.co.uk) (the "Website"). At Juniper Bundles, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines the types of information we collect, how we use and protect that information, and your choices regarding your personal data.

#### 4.2. Information We Collect

4.2.1. Personal Information: We may collect personal information from you, such as your name, email address, postal address and phone number:

- Make a purchase.
- Contact us through our contact form or customer support.

4.2.2. Automated Information: We may also collect non-personal information, such as your IP address, browser type, operating system, and browsing behaviour, through the use of cookies and similar technologies. This information helps us improve the functionality and user experience of our Website.

#### 4.3. How We Use Your Information

We use the information we collect for the following purposes:

- To provide and maintain the Website and our services.
- To process and fulfill orders and requests.
- To communicate with you about your order.
- To personalise your experience on our Website.
- To improve our products, services, and Website functionality.
- To protect the security and integrity of our Website.

#### 4.4 Data Sharing

We do not sell, trade, or rent your personal information to third parties. We may share your information with trusted third-party service providers who assist us in operating our Website and delivering services to you. These service providers are contractually obligated to keep your information confidential.

#### 4.5 Cookies and Similar Technologies

Our Website uses cookies and similar technologies to collect and store certain information about your browsing activities. You can manage your cookie preferences through your browser settings. Please note that disabling cookies may affect the functionality of our Website.

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### 4.6 Your Choices

You have the following rights regarding your personal information:

- Access: You can request access to the personal information we hold about you.
- Correction: You can request corrections to inaccurate or incomplete personal information.
- Deletion: You can request the deletion of your personal information, subject to legal obligations.
- Opt-Out: You can opt out of marketing communications at any time by using the unsubscribe link provided in our emails.

### 4.7 Security

We implement reasonable security measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. Our payment provider Square are PCI-DSS Compliant.

### 4.8 Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our data practices or legal requirements. We will notify you of any material changes through the Website or email.

### 4.9 Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at [orders@juniperbundles.co.uk](mailto:orders@juniperbundles.co.uk)