

TERMS & CONDITIONS

Last Updated: 30.03.2026

These Terms & Conditions apply to all cake orders and workshop bookings made with Cake Atelier Copenhagen.

By placing an order or booking a workshop, you confirm that you have read and agreed to the terms outlined below.

1. Business Information

Cake Atelier Copenhagen

Owner: Ornella Vanina Acciarri

CVR: 45259846

Location: Amager, Copenhagen, Denmark

Email: admin@cakeateliercph.dk

Cake Atelier Copenhagen operates as a **registered home bakery** and complies with Danish food safety regulations.

2. Pricing

All prices are listed in Danish Kroner (DKK) and are inclusive of VAT unless otherwise stated.

Prices may be updated at any time.

However, **confirmed orders and bookings retain the agreed price.**

3. Payment

Payment can be made via:

- MobilePay (payment link)
- Bank transfer
- Booking platforms (for workshops)
- Cash (only if agreed in advance)

Full payment is required to confirm any order or workshop booking, unless otherwise agreed for larger events or custom projects.

Cake Atelier Copenhagen reserves the right to cancel any order or booking that has not been paid within the agreed timeframe.

4. Orders (Cakes)

4.1 Order Process

- Orders must be placed **at least 7 days in advance**, unless otherwise accepted
- All orders must be submitted via the **official cake order form**
- Orders are only confirmed once **availability is approved and payment is received**

Last-minute orders may be accepted depending on availability and may incur a **rush fee**.

4.2 Changes & Cancellations

- Changes must be requested **at least 7 days before collection** and are subject to availability
- Once production has started, changes may not be possible

Cancellations are handled as follows:

- ≥ 7 days before collection: partial refund (minus incurred costs)
- < 7 days before collection: non-refundable

Cake Atelier Copenhagen reserves the right to assess incurred costs on a case-by-case basis.

4.3 Design & Product Disclaimer

All cakes are handmade and designed in Cake Atelier Copenhagen's signature style.

- Exact replicas of reference images are **not guaranteed**
 - Slight variations in colour, texture, and decoration may occur
-

5. Workshops

5.1 Booking

- Workshop bookings are confirmed upon **full payment**
 - All relevant details (location, time, format) are stated in each event listing
 - It is the participant's responsibility to review these details before booking
-

5.2 Cancellations & Transfers

- Workshop bookings are **non-refundable**
- Tickets may be transferred to another person at any time (with prior notice)
- Date transfers may be offered up to **7 days before the event**, subject to availability
- Less than 7 days before the event, changes are not guaranteed

Cake Atelier Copenhagen reserves the right to cancel or reschedule workshops.
In such cases, participants will be offered a **refund or transfer**.

5.3 Participation

Workshops are designed primarily for **adults** due to their technical content and pace.

- Participants aged **10+ are welcome only if accompanied by an adult**
 - Workshops follow a **set structure and pace**
 - Individual attention or adjusted pacing is not guaranteed
-

5.4 Attendance

Participants are expected to arrive on time.

Late arrivals may miss key parts of the workshop, and it may not be possible to repeat instructions.

6. Allergens

Products and workshop environments may contain or handle allergens, including:

gluten, dairy, eggs, nuts, soy, sesame, and others

A completely allergen-free environment cannot be guaranteed.

By placing an order or booking a workshop, you acknowledge and accept this risk.

Detailed allergen and ingredient information is available upon request.

7. Collection & Product Responsibility

Cakes are collected by appointment from Amager, Copenhagen.

Once a cake has been collected, **full responsibility is transferred to the customer.**

Cake Atelier Copenhagen is not liable for:

- Damage occurring after collection
- Improper transport, storage, or handling

Cake care instructions are provided at the collection.

8. Use of Images

Photos and videos may be taken during workshops and used for marketing purposes.

By participating, you consent to this use.

If you prefer not to appear, please inform us at the beginning of the session.

9. Liability

Cake Atelier Copenhagen is not liable for:

- Damage occurring after collection
- Improper storage or handling of products
- Allergic reactions where risks have been clearly communicated

Liability is limited to the value of the purchased product or service.

10. Right to Refuse

Cake Atelier Copenhagen reserves the right to:

- Decline any order request based on availability, feasibility, or design alignment
- Refuse participation or remove any workshop participant whose behaviour disrupts the experience

No refunds will be issued in such cases.

11. Complaints

If you experience an issue with your order, please contact us within **24 hours of collection**.

Complaints are handled in accordance with Danish consumer law.

12. Governing Law

These Terms & Conditions are governed by **Danish law**.