

# *Sweets Boutique Bakery, Café, Catering*

## **USEFUL INFORMATION**

**MINIMUM LEAD TIMES:** In order to provide you with the best service possible, we require sufficient time to process and prepare your custom dessert or catering order. Our staff wants to make sure that every product is perfect in taste, design and decoration. Because of this, we do not accept "late" orders.

For special order cakes, cupcakes, some cookies and pastries, we require a 3 day lead-time.

For tiered cakes, hand-made sugar items, extensive detail work, custom decorated cookies and petit fours, we require at least a 2 week lead-time.

For wedding cakes, wedding desserts, and large orders, we require at least 30 days lead-time.

**FIRST COME, FIRST SERVE:** For special orders we operate on a first come, first serve basis. We bake our products from scratch, and individually, custom decorate cakes, cookies, wedding cakes, etc. We take the time to carefully include all of the details that our customers expect. This process takes time, and we want to make sure that we allow enough time in our schedule to provide each customer with the best product possible. Occasionally, we may become "over-booked", and therefore, cannot accept any new orders (even if it is within the minimum lead time). Please order as early as possible.

**REFRIGERATING CAKES and CUPCAKES:** Our products are made with the fresh ingredients that you would expect, like eggs, butter, cream, etc. If you will not be serving your desserts for more than 8 hours, we recommend that you store them in the refrigerator, but serve at room temperature. (This is only a recommendation)

**SERVING CAKES AND CUPCAKES AT ROOM TEMPERATURE:** If you are storing your cake in the refrigerator, remove it a couple of hours before serving, and allow it to get up to room temperature. For best cake cutting results, we recommend that you use a sharp, non-serrated knife, dipped in hot water for each slice.

**DEPOSITS:** If we have received all of the necessary information, concerning your order, within the proper amount of lead-time, we can confirm your order with a 50% deposit (nonrefundable with-in the minimum lead time). An order is not considered "confirmed" until a deposit or payment has been made.

**ALTERATIONS TO AN ORDER:** If possible, we will accommodate adjustments to your order, if requests are made before the minimum lead-time.

**DELIVERY:** Delivery service is available. There is no delivery fee added for in-town boxed lunch orders of 10 or more. For all other orders, a reasonable delivery fee will be assessed.

**THE BEST WAY TO PLACE AN ORDER:** We prefer that you come in to the bakery or call to place an order. We do not accept orders by email. If you have questions which cannot be answered by our website ([xeniacake.com](http://xeniacake.com)), you can call us (937-372-2224) or contact us by email ([xeniacake@gmail.com](mailto:xeniacake@gmail.com)). During business hours, we have limited access to our emails, so please be patient with us, and we will try to answer all emails after 10:00pm.

Be prepared to answer some basic questions such as: what flavor of cake, what flavor of icing, how many guests are you serving, what is your party theme and colors, what is the date of your event, would you like a message on the cake? It is necessary to answer these questions to complete your order and provide you with a price.

We love to see those pictures of cake ideas on your phones! However we cannot see enough details in order to give you a price. If you have a picture on your phone, and you would like to know if we can incorporate it into the design of your cake, print a large photo and bring it into the bakery, or email a photo to [xeniacake@gmail.com](mailto:xeniacake@gmail.com) (along with all information).