

SUCRE PATISSERIE

TERMS & CONDITIONS

Product Orders · Classes · Digital Products

PRODUCT ORDERS - TERMS & CONDITIONS

Deposits and Order Confirmation

Your order will only be confirmed once the required deposit has been received by the nominated due date. Failure to make payment by the due date may result in your order being cancelled without further notice.

Deposits are retained to secure your booking and cover costs associated with ingredients, materials and the loss of other potential bookings. Deposits are non-refundable for cancellations made within 15 working days of the scheduled order date.

Order Amendments

Minor amendments to your order, such as colour changes, may be requested up to 10 days before the scheduled collection date. All changes are subject to approval and may not be possible once preparation has commenced.

Final Payment

The outstanding balance must be paid by cash or card upon collection, or in advance via electronic funds transfer (EFT).

Credit card payments made over the phone are welcome and incur a 2.2% processing fee.

Collection Arrangements

All collections are by appointment only.

If you need to change your scheduled collection time, please provide at least 24 hours' notice wherever possible. This allows us to make alternative arrangements and ensure your collection runs smoothly.

Product Quality & Complaints

At Sucre Patisserie, we take pride in the quality and presentation of our products. If you have any concerns regarding the quality of your order, please contact us as soon as possible after collection, providing details of the issue and clear photographs where applicable.

Complaints will be assessed on a case-by-case basis. Where appropriate, we may request further information or the return of the product to assist with our assessment.

Please note that our products are freshly made and may feature minor variations in appearance, colour and decoration. These variations are a normal part of handmade products and do not necessarily indicate a quality issue.

If a product is faulty, damaged or does not meet the agreed description, we will assess the matter in accordance with our obligations under the Australian Consumer Law. Depending on the circumstances, you may be entitled to a repair, replacement, refund or other remedy.

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sucrepatisserieadelaide@gmail.com

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Thank you for choosing Sucre Patisserie. We appreciate your understanding and cooperation.

HANDS ON CLASSES - TERMS & CONDITIONS

Class Confirmation and Cancellations by Sucre Patisserie

Classes will proceed only when all available tickets have been sold. If a class does not reach the required number of bookings, it will be cancelled and all attendees will receive a full refund.

If Sucre Patisserie needs to cancel a class for any reason, attendees will be offered the option to transfer their booking to the next available class or receive a full refund.

Customer Cancellations and Refunds

All cancellation requests must be submitted in writing.

Cancellations received at least 30 days before the scheduled class date will be eligible for a refund in accordance with our cancellation policy.

Cancellations received less than 30 days before the scheduled class date are non-refundable, and the ticket will be forfeited in full. No refund, credit or transfer to another class will be provided for customer-initiated cancellations, including those resulting from illness, unforeseen circumstances, changes of plans or a change of mind.

If you are unable to attend, you may arrange for another person to attend in your place, provided Sucre Patisserie is notified of the change before the class.

By purchasing a ticket, you acknowledge and agree to these cancellation terms.

Recipes and Ongoing Support

Recipes will not be reissued in digital format following the conclusion of the class. Printed copies may be arranged upon request and can be collected or posted for an additional fee.

Please note that ongoing tuition, individual assistance and further training are not included once the class has concluded.

Accessibility and Learning Requirements

If you have any accessibility requirements, additional learning needs or other considerations that may affect your participation, please contact sucrepatisserieadelaide@gmail.com before booking to discuss whether reasonable adjustments can be accommodated.

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Alternatively, a private class may be a more suitable option, depending on your individual requirements.

Please be aware that Sucre Patisserie classes are hands-on, detailed and intensive, and may not be suitable for every learning style or level of experience. We encourage you to get in touch before booking if you are unsure whether a class is right for you.

Indemnity & Participant Responsibility

Participants are responsible for following all safety instructions provided by Sucre Patisserie and for using kitchen equipment, tools and ingredients with due care and attention.

Participants must inform Sucre Patisserie of any relevant allergies, dietary requirements, accessibility needs or other circumstances that may affect their safe participation before the class.

To the extent permitted by law, Sucre Patisserie accepts no responsibility for injury, loss or damage arising from a participant's failure to follow safety instructions, misuse of equipment or negligent conduct.

Participants are responsible for their own actions and must take reasonable care to ensure their conduct does not place themselves or others at risk.

Nothing in these terms and conditions excludes, restricts or modifies any rights or remedies available under the Australian Consumer Law or any other applicable legislation.

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DIGITAL PRODUCTS – TERMS & CONDITIONS

All sales of digital products are final. Once your purchase has been completed and the download link issued, cancellations, refunds and exchanges will not be offered for change of mind.

Please review the product description carefully before purchasing to ensure the eBook meets your needs.

If you experience any difficulties accessing or downloading your eBook, please contact Sucre Patisserie for assistance.

Indemnity and Use of Digital Products

Sucre Patisserie's eBooks are provided for educational purposes. Customers are responsible for using their own judgement when following recipes and instructions, including taking appropriate care when handling ingredients, equipment and food preparation.

To the extent permitted by law, Sucre Patisserie is not responsible for loss or damage arising from the misuse of the eBook, failure to follow instructions, or unauthorised use or distribution of its content.

Copyright & Intellectual Property

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Recording, photographing or filming class demonstrations, or reproducing class materials for distribution, is not permitted without prior consent.

Purchasing an eBook or attending a class does not transfer ownership of the intellectual property to the purchaser or participant.

Unauthorised use or distribution of these materials may result in legal action where appropriate.

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