

How to Order

Timing

Ideally, we would like to have 2 weeks time for any celebration cake and at least 1 to 3 months time for wedding cakes, in order to ensure the best possible result. Last minute requests can be occasionally fulfilled, so please do ask.

We do not accept more than one large decorated cake for any given date as our availability is limited, especially during the wedding season, therefore we suggest to secure a booking as soon as you are ready.

The final design and flavours do not need to be defined when booking, but they have to be signed off not later than 3 weeks prior to the event. Any subsequent modification can entail an additional fee.

Consultations

You can always book a consultation to explore, with our experienced designer, all the possible options for your bespoke cake. Consultations are given free of charge, unless you want to pair it with a tasting.

During the consultation, you will be led through the ordering process and offered a range of initial options and suggestions tailored to the style of your event and to your preferences. When booking a consultation, please share with us as much information as possible, such as the number of guests, the date and venue of the event, the theme or style of the event, any budget you might have for the cake, any preference in terms of colour, size and shape.

The consultation may be followed by the realisation of one or more sketches, in order to give a visual idea of the cake. Any sketches and design will be retained as a property of La Cucina Delle Zie.

Tastings

We are delighted to offer a tasting of our delicious cakes to clients wishing to explore the different possibilities on offer.

We will offer a selection of up to 5 possible combinations of flavours, for up to three people. The selection has to be made at least 48 hours in advance or we can propose our own choice.

Tastings are subject to a fee of Euro 35, to be paid in advance. This amount shall be deducted from the price of the cake upon placing the order. Should you need to reschedule your appointment, we would need at least 48 hours prior notice.

Payment

When taking the order, we require a non-refundable deposit for securing the date. We require 250 Euro deposit for orders over 600 Euro or 50% of the price for orders under said amount.

The balance must be paid, by bank transfer or in shop, at least one week before the event date. If the cake has to be collected in shop, the balance can be paid upon picking up the order, in cash or by card.

Delivery & Collection

The delivery in the Brussels area (19 communes) costs 35 Euro. Deliveries beyond the Brussels area are quoted separately and based on the distance.

Alternatively, you can collect your order in shop, unless we find that the specificity of the cake suggests a more careful handling. The goods will be safely packed.

We do not accept any responsibility once the cake has left the shop (unless delivered by us).