

Information regarding deposits for events, cakes, services:

When you book our services for Catering, a Cake, or other Services, all Deposits are non-refundable. Our contract for Catering and Wedding cakes lists the specific terms of these deposits and payments in relation to the overall contract price, cancellation policies, etc. (at a minimum, 50% of the overall contracted price will be retained by Bella Donna Special Events if you book, and then outright cancel the event). If you give us a deposit before returning the signed contract, the contract is in effect based on your deposit. Your deposit is an agreement that we are moving forward with the agreed upon quote. You have booked our services in some form, and in doing so, have already had services rendered to you in the form of quotes, email exchanges, and possibly meetings. In booking our services, you have also reserved a specific date for those services. We have a finite amount of "slots" available on each day, for those services. If you cancel those services, in the interim, we may have had to turn away other events, orders, or services, to accommodate your existing booked event, order or services, for that specific day. This is why deposits are non-refundable. We would never be able to recover those events, orders of services that we had to turn down. The best we can do in these instances should you cancel, is to apply your deposit to another event, order or service, that you may have in the future. These stipulations are in place to protect us from circumstances that are not within our control. When you book with us, we are trusting that you will follow thru with your promise to do your event, order or services, on the date you booked. If you have any questions regarding this process, please feel free to ask. Thank you, Donna & Tom