



# JennyCakes Bakery

## DECORATED CAKES ORDERING INFO

So you're thinking about ordering a decorated cake from us! Below is information about how to do this. We have tried to make it as easy as possible!

The best way to place an order is through the [website](#).

### Why?

Because then we'll have your order – and especially the Special Instructions – in your own words, not ours, so we can be sure to prepare the cake exactly the way you want it.

Because then we'll have your order in our system and we'll be able to look it up in the future if you or a friend want to order the same thing.

### What if I hate computers or don't want to deal with ordering through the website?

Then feel free to email your order to Jenny at [jenny@jennycakesbakery.net](mailto:jenny@jennycakesbakery.net) and she will place it through the website for you, or come into the bakery and we'll place the order on our computer for you.

Just promise us that you'll look at the emailed confirmation to be sure we got everything right. If we didn't, please email [Jenny](#) or call us at 240 388 9989.

*(continued)*

# GENERAL INSTRUCTIONS FOR ORDERING CUSTOM CAKES

- Go to [jennycakesbakery.net](http://jennycakesbakery.net).
- Click on Menu and Order
- Click on Cakes and Cupcakes
- Click on the [cake flavor](#) you would like.  
Most people order under the first category called All-Classic Yellow or Chocolate Cake/Cupcake. Be sure to check out that category because there are things like chocolate chip cookie dough filling buried in there! But don't forget to scroll down through the rest of the flavors like Red Velvet, Cookies and Cream, Just Vegan, Vegan and Gluten-Free.
- Select from the [various dropdowns](#), such as size (which includes info on how many people each size serves).
- Scroll down a bit further and, [if you'd like a message or have special instructions](#), fill in those sections.
- Click on [Add to Cart](#). Cart will appear on right-hand side of your screen.
- Click on [Place Order](#).
- Add your contact information.
- Scroll down a bit further and click on the [date and time](#) you would like to pick up your order.
- [Click on Place Order one last time](#). You will receive an emailed confirmation. If you don't see it right away, be sure to check your spam folder. Thanks!

You're done! The price on the confirmation will reflect just the base price and will not reflect the extra charges for decorating or special fillings (salted caramel and ganache) or tiered cakes.

## FREQUENTLY ASKED QUESTIONS

How much notice?

When can I pick up my cake?

What size cake should I get?

Can I add a message on the cake?

Can I add a special design?

How much will my cake cost?

Why is price on confirmation different from price Jenny quoted me?

Do you make first birthday cakes or smash cakes?

Do you make gender reveal cakes or cupcakes?

Can I order a third layer for my cake?

Can I order tiered cakes?

Can I add an edible image to my cake?

Do you make vegan cakes?

Do you make gluten-free cakes?

Do you make cakes that are BOTH gluten-free and vegan?

Do you make sugar-free cakes?

**How much advance notice do I need for a custom cake?**

Almost always, a week's notice is enough. But sometimes we can prepare a cake with less notice. It just depends on how busy the week is.

**When can I pick up my cake?**

As part of the checkout process, you will pick the date and time of pick up and we'll be sure your cake is ready for you by then.

**Closed on Sundays and Mondays** – If your event is on a Sunday or a Monday, you should plan to pick up your cake on Saturday and keep it refrigerated or in a chilly room. A few hours before your event, take it out and bring it to room temperature. We promise it will taste just as good and look just as pretty when you serve it.

**Monday pick-ups** – Even though we are closed to walk-in traffic on Mondays, you can pick up a special order cake on a Monday so long as you can pick it up between 3pm and 4:30pm.

### What size cake should I get?

Under each cake flavor, there is a size dropdown that will show you the available sizes and how many people each one serves. Here's a summary though:

4" rounds serves 2-3

6" round serves up to 10

9" round serves up to 22

¼ sheet serves up to 22

12" round serves up to 50

½ sheet serves up to 50

### Can I add a message?

Yes, on most cakes. Type your message in the space called "Message on Cake" found below the various dropdowns for your order.

The following cakes are hard to add a message to: any cake frosted with **whipped cream** (strawberry shortcake, cassata cake) or a **glaze** (glazed lemon cake) or **chocolate ganache** (flourless chocolate cake, Boston cream cake).

## What if I'd like a special design on my cake?

\*\*\* IMPORTANT: We only decorate with buttercream and do not decorate with fondant because we are not fans of the way fondant tastes. So we can only do FLAT designs and we cannot do designs with 3D elements. \*\*\*

If you would like a special design...

**FIRST**, check out the many, many photos of cakes we've done under the Photos tab on our website.

To search in a **general category** (like Children's Birthday Cakes or All Things Baby), click on that category at the top of the Photos page and scroll through.

To search for cakes with **specific themes**, type into the search line at the top of the page a word or phrase to search, such as "elephant" or "fire truck", and all of the cakes with designs related to those words will come up.

If you see something you like on the Photos page, under Special Instructions mention the image number and any modifications you'd like us to make to it.

**SECOND**, if you do not see something you like among our photos, you can send an image you like or the link to an image to Jenny at [jenny@jennycakesbakery.net](mailto:jenny@jennycakesbakery.net) and she will let you know if it's something we can do.

**THIRD**, once you decide on a design, as you place your order, under Special Instructions mention the number of the image you liked under the Photos tab (and any modifications), or refer to the image you emailed me, or generally describe how you would like the cake to be decorated.

Things to keep in mind when selecting a special design:

- The **size of the cake** you plan to order so you can be sure to pick a design that will fit on a cake that size.
- We do not have any **figurines, toys, toppers or candy** generally on hand at the bakery, but if you drop them off, we are happy to incorporate them into the design.

- We do not have an arrangement with a florist but if you would like **flowers** on your cake, feel free to bring them in and we'll place them on the cake for you.
- The following cakes are hard to add a design to: any cake frosted with **whipped cream** (strawberry shortcake, cassata cake) or a **glaze** (glazed lemon cake), **chocolate ganache** (flourless chocolate cake, Boston cream cake) or **vanilla vegan frosting** (frosting is finicky and designs tend to sink into the frosting and spread).
- **Cookies and cream cakes**: if you'd like a design, we usually use cookies and cream frosting (which is grey and speckled) between the layers but plain cream cheese frosting (the base for our cookies and cream frosting) on the outside so the design will show up better.
- **Italian cream cakes**: if you'd like a design, we usually use Italian cream frosting (which has toasted pecans stirred in) between the layers but plain cream cheese frosting (the base for our Italian cream frosting) on the outside so the design will show up better. We can always add a border of toasted pecans around the bottom of the cake though.

## How much will my cake cost?

When you click on a particular size in one of the flavor categories, the base price for the cake will appear at the bottom of the page. The base price includes pretty borders and a message.

A few things will increase the price of your cake:

- Ordering chocolate ganache filling, or raspberry buttercream or salted caramel filling/frosting on a yellow or chocolate cake (\$5 additional charge for a 6", 9" and ¼ sheet, or a \$10 additional charge for a 12" or ½ sheet)
- Adding a design to your cake. Min. decorating fee for 6" round is \$8, min. decorating fee for a 9" round or ¼ sheet is \$10, min. decorating fee for a 12" or ½ sheet is \$15.

Jenny will decide on the decorating fee after she knows the size of the cake and the decorating requested. Sometime during the week your order is due, she will

email you with the price for your cake, inclusive of the decorating, to be sure you are OK with the price. But if you'd like to know the full price further in advance, feel free to email Jenny directly.

### Why is price on confirmation different from price Jenny quoted me?

The price shown on the confirmation is just the base price and does not include any special pricing for decorating, fillings, assembly of tiered cakes, etc.

### Do you make first birthday cakes or smash cakes?

Yes! Usually people order a larger cake with a design theme on it and then a 4" yellow or chocolate cake (under All Classic Yellow or Chocolate) as the smash cake. To see Photos of big and small first birthday cakes, go to Photos, then to the category called All Things Baby. Since the smash cake is so tiny, we usually add borders/decorative accents in colors matching the bigger cake and then put a "1" on top.

### Do you make gender reveal cakes and/or cupcakes?

Yes! Usually our customers order a cake under All Classic Yellow or Chocolate and we color the buttercream in between the layers pink or blue. Since we make a yellow cake instead of a white cake, it is hard to color the cake itself. There are some gender reveal designs under the Photos tab. To see them, search "gender reveal". We are also happy to do gender reveal cupcakes by adding pink or blue filling to the cupcake. We usually charge an extra \$7 to do this.

### Can I order a third layer for my cake?

Yes! Most of our cakes, including the sheet cakes, have 2 layers. But we are happy to add a third layer. Price for a third layer for our basic flavors is \$8 for a 6", \$11 for a 9" and \$20 for a 12". Price for a third layer for our specialty flavors is \$10 for a 6", \$14 for a 9" and \$24 for a 12".

## Can I order tiered cakes?

Yes! We can do tiered cakes up to 4 tiers. The available sizes are 4" round (serves 2-3), 6" round (serves up to 10), 9" round (serves up to 22) and 12" round (serves up to 50). **To order the cake through the website, order each tier as a separate cake but mention under Special Instructions that it's part of a tiered cake.**

The price for tiered cakes is the base price for each of the tiers/cakes, plus \$25 for assembly of a 2-tier, \$35 for assembly of a 3-tier or \$40 for assembly of a 4-tier, plus any decorating charges.

## Can I add an edible image to my cake?

Yes! Because we do not have an edible image machine, we usually refer people to the Little Bitts Shop in Wheaton (phone number is 301-807-6368 and address is 11244 Triangle Lane, Wheaton, Md 20902).

Place your order through the website but mention that you'll be getting an edible image. Once you pick up your edible image you can drop it off at the bakery a couple days before your order is due or bring it with you when you pick up your cake. Just be sure to tell the folks at Little Bitts the size of the cake you're ordering.

## Do you make vegan cakes?

Yes! After clicking on Cakes and Cupcakes, scroll alphabetically down to "Just Vegan Cake/Cupcake" and choose from the dropdowns.

## Do you make gluten-free cakes?

Yes! After clicking on Cakes and Cupcakes, select the first category called "All Classic Yellow or Chocolate (Includes Gluten Free Option)" and select from the dropdowns. Be sure to pick "Gluten Free" under "Type".



## Do you make cakes that are BOTH vegan and gluten-free?

Yes! After clicking on Cakes and Cupcakes, scroll alphabetically down to the bottom of the page to the category called “Vegan and Gluten Free Cake/Cupcake” and select from the dropdowns.

## Do you make sugar-free cakes?

No, we unfortunately do not carry sugar-free cakes at this point.