

COVID CANCELLATION POLICY

As we continue to navigate these uncertain times due to Covid-19, there are policies that we must enforce to ensure that we are able to continue to sustain & operate Two Fat Cookies. There are NO CANCELLATIONS for cakes within 7 days of your event. If we have only received a deposit, the remaining balance will still be charged. We prepare ourselves accordingly to have the ingredients and labor needed to complete the orders. Certain things must be done and planned in advance to be ready in time for pick ups. We truly understand that no one can be sure that events will continue as planned, however, as a business, we have to plan as though they are going to 100% happen. We want you to have exactly what you've requested to be ready at your scheduled pick up time or delivery. As a small business, we are not able to absorb the losses of cancellations, so please understand, that by choosing to shop with us and support us, we still expect that you will follow through on your end with payment & pick up, as we plan to follow through on our end by completing your order. Rescheduling for a later date will be an option ONLY if outside of the 7-day window of your event date.