

Refund & Cancellation Policy

For [My Thai Guernsey](#)

Last updated: May 2026

General Policy

Due to the made-to-order and perishable nature of our products, cancellation and refund requests are limited once preparation or production has begun.

We encourage customers to contact us as early as possible if changes are required.

Deposits

Deposits taken for catering services, trailer hire, weddings, events, bespoke cakes, or larger bookings are generally non-refundable unless otherwise agreed in writing.

Deposits secure booking dates, preparation time, and operational capacity.

Refund Eligibility

Refunds will not normally be provided for:

- change of mind,
- late cancellations,
- failure to collect orders,
- incorrect information supplied by the customer,
- delays outside our reasonable control,
- or dissatisfaction relating to subjective design preferences where products reasonably match the agreed specification.

Faulty or Incorrect Orders

Nothing within this policy affects a customer's statutory rights where products are:

- unsafe,
- faulty,
- incorrectly supplied,
- or materially different from the confirmed order.

Customers should notify us as soon as reasonably possible regarding any concerns with their order.

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Large Events & Catering

Large catering, wedding, and event bookings may be subject to separate cancellation schedules or written agreements provided during the quotation or booking process.