



Prantl's Wedding FAQs

The Consultation

- **How do I get started booking my wedding consultation?**
 - You can request a consultation by visiting our website (<https://www.prantlsbakery.com/weddings/>) and selecting "**Book A Consultation.**" By clicking on that button you will be able to submit a request to start the process of getting booked with one of our consultants. During the day, you can also call Prantl's main number (724-837-3706) and ask to speak with our **Wedding Department** who can help you get started!
- **How early should I start booking?**
 - You can book your consultation as early as you want! The earlier the better. We typically like our clients to book at least six to nine months before their wedding, although we are always happy to squeeze you in whenever we have availability.
- **What should I bring with me to my consultation?**
 - Feel free to bring along any inspiration photos for your cake, color swatches, guest invitations, cake toppers, or even flowers from your centerpieces or bouquet! Additionally, before meeting with one of our consultants, you can email us with inspiration photos for your cake, so that we are able to bring pricing estimates to the consultation.
- **How many guests can I bring along to my consultation?**
 - We always encourage our clients to bring their closest family and friends to their consultation, if they so desire. We do suggest to limit your guest count to a maximum of four people. However, do not shy away from coming by just yourself, or with your fiancé, as well!
- **What happens at the consultation?**
 - The consultation will either take place at our Greensburg or Squirrel Hill location. While you are there, you will be able to taste four different cupcakes - white, chocolate, red velvet, and almond, all iced with our buttercream frosting. You will also be able to taste three of our fillings - raspberry, chocolate buttercream, and vanilla pastry cream. Come prepared to talk about the details of your wedding, including an estimation of guest count, the date of your wedding, venue, and more. Let's make it a fun day tasting cake!

**Prior to meeting with one of our consultants, you may request to try other filling or cake options at the consultation, if they are available.*

- **How much time should I expect to spend at my consultation?**
 - Expect to spend anywhere from as little as 20 minutes, up to an hour at your consultation. It all depends on the ideas that you bring to us!
- **Do I have to pay for my consultation?**
 - Nope! The cake tasting consultation is completely free of charge.

The Cake

- **Do I have to select a Prantl's design for my wedding cake? Or, can we create a custom cake design?**
 - You have the option of either choosing from any one of Prantl's past wedding cake designs for your cake (which we are able to modify), or bringing new ideas to us. We try our best to make all of your wedding cake dreams come true!
- **How close until the wedding can I make changes to my wedding cake?**
 - You are able to make changes to your order up until two weeks before your wedding date.

Payment Information

- **How do I make a deposit on my wedding cake? How much is needed?**
 - A \$100 *non-refundable* deposit is needed in order to "Save the Date" for your cake order, which will be applied to your balance. That deposit can be made over the phone or in-person. We accept cash, credit card, debit card, and checks.
- **When does the full balance on my wedding cake need to be paid by?**
 - A partial payment of *50% of your total payment* is to be made **two months before your wedding date**. The *remaining balance* on your cake needs to be paid for **within two weeks of the wedding date**. Prior to paying remaining balance, cake order needs to be reviewed to ensure no additional changes must be made.
**If you are paying by check, we will require full payment within three weeks of the wedding date.*

Other

- **Can I have my wedding cake shipped to me?**
 - Unfortunately we do not ship wedding cakes. However, you are able to order our Torte cakes which can be shipped to you from *Gold Belly*.
- **Can I get my cake delivered to my wedding venue?**
 - Yes! Prantl's is able to deliver your wedding cake from either our Shadyside of Greensburg location (*up to two hours away*).

- **What should I do if I have not received an email back regarding my consultation/order?**
 - Please check the “*Spam*” folder in your email to see if our messages have been filed there. If you still have not hear back from us, please give us a call at our main line.