

Bethel Bakery FAQ



What methods of payments do you accept?

Cash, Visa, MasterCard, Discover and American Express are accepted. We are unable to accept EBT cards.



Do you offer Curbside Pick-up?

Yes! Curbside is available for pre-paid orders only. We are unfortunately unable to place same day orders for curbside pickup



How far in advance should I order my cake?

Below are recommended time frames, however all cake orders are subject to business availability.

Standard phone orders: 72-hours in advance in order to get your preference of cake batter, icing and any decoration listed on our web (We may be able to accommodate orders within that time frame, but options, quantities and location may be limited)

Web orders: 72-hour advance notice

Custom Design Cakes (Defined as anything NOT listed on our website): 7-14 days notice

Custom Shape, 3D and Tiered Cakes: 14-30 days notice

Weekends, holidays and seasons all vary our capability to accommodate orders, so when in doubt, order early!



Do you require payment for an order?

Payment options vary by order type with payment guidelines below:

All online orders require payment at the time of ordering

All standard phone orders must be paid for 72 hours from your pickup date

All custom orders require a 50% deposit during placement and payment in full 10 days prior to your pickup date

How do I change or cancel my order?

We understand that things happen quickly! You can call the bakery at 412.835.6658 or stop into the Cake Place at the Bethel Park location to make changes to your order. Changes and cancellations may not be accepted at our North Strabane location. We ask for a 48 hours' notice on any change or cancellation of your order, as our production team reviews and begins their prep within that time frame. There is no exception to this requirement.

Can you hold items in the store for me?

Unfortunately, we are not able to hold our store front items for day before or same day orders; everything is first come, first serve.

What if I need a cake today?

We have decorated and undecorated cakes available in our stores that we can write an inscription on top. Stop in today to see our wide selection and ask our knowledgeable team members to assist you.

Can I put a picture on my cake?

Yes! We can scan a picture or logo on any size cake for an additional charge.

Pictures can be dropped off at our Bethel Park location or emailed to info@bethelbakery.com. We do not accept any photos that are copyrighted. We do not recommend using any black/white photos, as they fade and turn color within hours of placing on our cakes. If you have question about an image that you would like to place on your cake, please call the bakery.

I want a Gender Reveal cake.

We offer tinted batters and tinted filling to make this occasion special for you. We require our minimum 72-hour notice to place your order but will accept a call back with the gender color with a 24-hour notice of the order pickup date. We can be contacted by a third party with that information as long as they know the name/order number.

We planned a last minute reception for a death in our family. Can you do anything?

We are sorry for your loss and always do our very best to make special accommodations for you and your family in your time of grieving. Call us to see how we can best assist you quickly.

Can I design my own cake?

Certainly! We do offer custom decorating to make your vision become a reality. Prices will vary based on requested design. We ask for a minimum of 7-14 days' notice and that you fill out a custom cake form which is found under the Contact Us section. Custom designs are limited based on a number of factors, such as total volume booked, holiday seasons and appointment availability. Please book early to ensure your vision can come to life!

Why are some of your products only available at certain times?

We try our best to carry a large variety of baked goods for you, however some products only make sense for us seasonally. Certain breads, coffeecakes and cakes are tradition to carry around the holidays and we want to have those for you, but cannot commit to those all year long. Follow us on social media (Facebook, Instagram) and sign up for our email list to ensure you have the latest information on when new/returning product will arrive. Specialty items, such as our cream pies, are only offered during major holidays (Easter, Thanksgiving & Christmas). Our signature angel food cake is only available from Memorial Day through Labor day.

Can I have a filling in my cake?

Yes! All our round cakes are filled with our French Buttercream and we do offer chocolate and fruit fillings as well. Our sheet cakes do not have a filling but one can be added for an additional charge.

Do you Deliver?

We offer deliveries to business's and venue's. Residential deliveries are usually not accepted. Please call the store for availability.

Can you ship items?

Unfortunately, we do not offer shipping.

Can someone else pick up my order?

Yes, when picking up an order we ask for either the order number or the last name that the order was placed under.

Can your facility produce product with the absence of nuts?

Our baked goods are made in our main facility in Bethel Park and are baked/packaged in the same areas. Although nuts are not in every recipe, trace amounts of tree nuts/peanuts remain on our equipment. We can never guarantee the absence of nuts. We highly recommend that if you have an airborne allergy or are unsure about your limits to refrain from eating our products (even though we wish your could try them).

Do you have any products that are Gluten Free?

Our "Made without Gluten" line is currently in progress and we are working on expanding options. While we are not a gluten free facility and cannot guarantee the absence of gluten, we make products that are made without gluten ingredients. Check out our Made without Gluten section for available options!

Do you have any products that are Vegan or Sugar-free?

Unfortunately, we do not make any Vegan or sugar-free products.

