



TERMS &  
CONDITIONS 2020



# TERMS & CONDITIONS

## DEFINITIONS

Blanco, we, us, refers to Blanco Horner Hospitality Management trading as Blanco Catering. Client, you, guests, hirer refers to the persons, organisation, group or representatives organising or holding an event.

## TENTATIVE BOOKINGS

Tentative bookings will be held for 10 working days before being released for resale. Blanco will not take responsibility if booking confirmations or deposits are late and the space has been re-allocated.

## BOOKING CONFIRMATION & DEPOSITS

Tentative bookings are to be confirmed by providing to Blanco a duly signed event order plus terms and conditions. To secure your booking a deposit equivalent to \$500 or 15% of the estimated value for the event (whichever is greater), unless otherwise agreed by Blanco in writing, to be received no later than 10 working days after the tentative booking has been made. The booking deposit is to be paid directly to Blanco via EFT, cash, credit card or cheque (Cheque to be made out to "Blanco Catering").

## PAYMENT

Blanco may request full or progress payment prior to the event. Payment for any additional charges incurred during the event must be paid at the conclusion of the event. If payment terms are approved by Blanco, full payment for the event, must be received within 7 business days from the date of your event. Payment must be made by EFT, cash, credit card or cheque (Cheques made out to "Blanco Catering").

## CREDIT CARD SURCHARGE

All credit card payments are subject to surcharges of 3% for Amex, Diners and JCB cards and 1% for MasterCard, Visa, Bankcard and all other accepted credit cards. Please note that the credit card fees are not refundable.

## CANCELLATIONS

Cancellation or part cancellation of an event must be received in writing. In the event of a cancellation, the booking deposit and other monies paid to Blanco may be forfeited. If the booking is cancelled within 60 days of the event, a cancellation fee of 15% of the total estimated value of the event plus 15% of hire equipment if applicable, is payable to Blanco Catering. If cancellation occurs within 14 days or less 50% of all costs are payable.

## EVENT ORDER (AGREEMENT)

Blanco will produce an event order (agreement) for each booking. The event order may be updated as required to reflect goods and services required for the event, plus hold additional and relevant information pertaining to the event. The agreement outlines the costs that the client is responsible for paying (in addition to costs incurred as a result of unforeseen acts or requirements per the terms and conditions). The client is responsible for understanding the event order (and terms and conditions). Please feel free to discuss the event order with your Event Coordinator.

## MENU SELECTION

Your menu must be finalised no later than 14 days prior to your event.

## PRICES

Prices are correct at the time of quotation, Blanco will make all efforts to maintain quoted prices. In the event of fluctuating market conditions, Blanco reserves the right to change the prices solely at its discretion. Prices quoted include GST unless otherwise stated. Blanco will not be held liable for impact to the client or its customers as a result of price changes.

## MENU CHANGES & SUBSTITUTION

Blanco reserves the right to change or withdraw any items or services for sale up to and including at the time of the event. We will advise you of any changes that need to be made and endeavour to replace the item with a suitable alternative. Blanco will not be held liable for impact to the client or its customers as a result of menu or service changes.

## PLANNED & GUARANTEED NUMBERS

Planned numbers are to be advised at time of booking confirmation. A guaranteed minimum number of guests attending the event are required by no later than 10 working days prior to the event. If there is a reduction greater than 20% from planned to guaranteed numbers, 50% of the variation will be charged.

## FINAL NUMBERS

You must confirm the final number of guests for the event no later than 7 full days prior to the event, at which time a further payment is required. Final charges for the event will be based the number of guests attending the event (based on Blanco's count) or the guaranteed minimum number, whichever is greater.

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## RUN OVER TIME CHARGE

Should your event extend beyond the agreed finish or bump our times, Blanco will charge a fee of \$5.00 per person per hour or part thereof based on the final numbers for the event or \$45 per hour per staff member, or part of, whichever is greater.

## MINIMUM SPENDS

Blanco may impose a minimum spend for events solely at the discretion of Blanco.

## PUBLIC HOLIDAYS SURCHARGE

Blanco may impose a surcharge for events on public holidays. The surcharge will be assessed on an event by event basis and solely at the discretion of Blanco.

## STAFF ASSISTANCE & LABOUR CHARGES

Some Blanco quotes will include standard set-up and servicing of events. Should there be additional labour or assistance required, Blanco will charge accordingly. Labour will be charged by the hour and may have minimum engagement periods.

## HIRE EQUIPMENT, BREAKAGES & DELIVERIES

All hire equipment must be returned clean or a cleaning fee will be charged. Any loss, damage or theft to the hired equipment occurring between the time of delivery and pickup will be subject to full replacement value of the goods. The client will be liable for any loss or damage sustained by the client or by any person, firm or corporation supplying the client.

## RESPONSIBILITY & DAMAGES

The client shall pay for any damage sustained to hired venues that are caused by the client or the client's invitees, agents or other persons associated with the event. Blanco or its employees and agents shall not be liable for any injury, damage or loss of any nature, however caused (whether as a result of negligence or not) by the client or the client's invitees, agents or other persons associated with the event. Whether before, during or after the event, the client shall indemnify and keep indemnified Blanco against any cost, or demand in respect of such injury, damage or loss.

## RECOVERY COSTS

In the event that Blanco incurs any further costs (including legal costs), expenses or disbursements in recovering any debt due by you to Blanco, then you agree to reimburse such costs, expenses and disbursements to Blanco.

## DIETARY REQUIREMENTS & FOOD ALLERGIES

Dietary requirements are required 7 days prior to the event. While Blanco make best efforts to cater for dietary requirements and food allergies, Blanco can not guarantee that meals provided are to exact specifications. If dietary requirements and food allergies are of a serious nature, we recommend guests provide their own meals.

## PHOTOGRAPHY & EVENT DETAILS

Blanco has the right to use any images taken or acquired, plus reference any event held that Blanco Food & Events services in any manner, for promotional or sales activity.

This can occur without the consent of the client or representatives.

## LAWS & LIABILITY

If Blanco has reason to believe that an event will affect its reputation, security or employees well being it reserves the right to cancel without liability. At no time will Blanco its staff commit any act that is illegal or offensive, nor can any such act breach any statutes, by laws, orders, regulations or other provisions having the force of the law including but not limited to Blanco's liquor licence obligations.

## ALCOHOL SERVICE

Responsible service of alcohol: Blanco reserves the right (under the liquor Licensing Act, 1997) to refuse service of alcohol to intoxicated or disorderly patrons. These patrons may also be asked to leave the premises. Through the liquor-licensing Act, Blanco has a duty of care for staff and patrons and we therefore act accordingly. Blanco is not allowed to serve alcohol to minors and therefore reserve the right to request suitable identification.

## OCCUPATIONAL HEALTH, SAFETY & WELFARE

It is the responsibility of the client to conform to all related sections of the South Australian Occupational Health, Safety and Welfare Act, 1986.

# ACCEPTANCE

I (print name) \_\_\_\_\_

of (company) \_\_\_\_\_

I have read and fully understand and accept the above written conditions and hereby confirm our booking in accordance with the quote provided to me/us by Blanco Catering.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Event date \_\_\_\_\_

# GET IN CONTACT

We would love to hear from you.

## BLANCO CATERING

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