

Sanctuary

TERMS & CONDITIONS
2024 - 2025



BLANCO
HORNER



SANCTUARY
ADELAIDE ZOO



Terms & Conditions

DEFINITIONS

SCE, we, us, refers to Sanctuary Catering & Events and Function Centre at Adelaide Zoo. Client, you, guests, hirer refers to the persons, organisation, group or representatives organising or holding an event.

BOOKING CONFIRMATION & DEPOSITS

Tentative bookings are to be confirmed by providing to SCE a duly signed event order plus terms and conditions. Tentative bookings will be held for 10 working days before being released for resale. SCE will not take responsibility if booking confirmations or deposits are late and the space has been re-allocated.

To secure your booking a deposit equivalent to 25% of the estimated value for the event 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 SCE via EFT, cash, credit card or cheque (Cheque to be made out to "Sanctuary Catering & Events").

EVENT ORDER (AGREEMENT)

SCE 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.

PRICES

Prices are correct at the time of quotation. SCE will make all efforts to maintain quoted prices. In the event of fluctuating market conditions SCE will advise you of price increases or offer alternative options. Prices quoted include GST unless otherwise stated.

MINIMUM SPENDS

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

PAYMENT

SCE 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 SCE, 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 "Sanctuary Catering & Events").

CREDIT CARD SURCHARGE

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

PUBLIC HOLIDAYS SURCHARGE

SCE 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 SCE.

MENU SELECTION

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

DIETARY REQUIREMENTS & FOOD ALLERGIES

Dietary requirements are required 10 days prior to the event. While SCE make best efforts to cater for dietary requirements and food allergies, we cannot 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.

MENU CHANGES & SUBSTITUTION

SCE 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. SCE 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.

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 the final invoice will be prepared for prepayment. Additional charges post event will be based on additional number of guests attending the event (based on SCE's count) over the guaranteed minimum number. All beverages and additional items consumed on the night will be invoiced directly after the event and paid no later than 7 days after the event date.

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 SCE may be forfeited. If the booking is cancelled within 90 days of the event, a cancellation fee of 25% of the total estimated value of the event plus 20% of hire equipment if applicable, is payable to SCE. If cancellation occurs within 14 days or less 100% of all costs are payable.

COVID 19 CLAUSE

If the booking is cancelled at any time due to the event not being permitted in the form originally planned under any State or Federal Government law, regulation or direction in force at the time of the event relating to the COVID-19 pandemic. This includes border closures and quarantine periods preventing event organisers, keynote speakers and bridal party attending.

If your event attendance number has been affected and less than 50% of the planned numbers are unable to attend the clause is also applicable. SCE will retain the deposit to use towards a new event date. If a new event date is not achievable by both parties then SCE will retain a 10% administration fee of the projected event cost and return the remainder of the money paid to the client.

EXTERNAL SUPPLIERS

A supplier list must be provided with their contact details at least 7 days prior and approved by SCE. SCE must approve all suppliers before they are engaged. All supplier access times must be arranged directly via SCE and the supplier. SCE has a list of approved suppliers and may not approve alternate options or may impose additional staffing and set up costs when applicable. External suppliers must abide by any work safety standards requested by SCE or the Zoo. SCE or the Zoo will not be liable for any injury, illness, damage or loss as a result of a supplier failure to operate safely or in accordance to the relevant Occupational Health, Safety and Welfare regulations.

CLIENT DELIVERIES & STORAGE

All furniture delivery, client deliveries and storage of items must be pre-approved by SCE. All furniture and theming deliveries must include a setup fee payable directly to your supplier. If your furniture or theming delivery does not include a setup fee and SCE is responsible for the setup then additional charges will be added to your final bill.

The facility does not have storage for goods outside the times of your event and all deliveries must be clearly labelled to indicate the event intended. SCE cannot guarantee a secure location to store goods and accepts no responsibility for damage or loss. SCE may not accept deliveries if the delivery is not expected or not suitable to be received. Clients organising pick-ups of goods post events must have the items collected immediately after the event, unless otherwise agreed. Any goods left after an event, unless arranged prior will be considered as abandoned and will be discarded.

EQUIPMENT

All electrical equipment brought into the Function Centre must be tagged and tested in accordance with current Occupational, Health, Safety and Welfare regulations.

FALSE ALARM FEE - (MFS) METROPOLITAN FIRE SERVICE

Should either the hirer or event attendees falsely trigger the building smoke/fire alarm(s), causing the MFS to attend the building, the false alarm call-out fee (set by the MFS) will be recovered from the hirer.

FIRE & SPECIAL EFFECTS

Smoke machines, dry ice machines, candles, gas cylinders, explosive devices or any items with a naked flame are not permitted at the Function Centre. Equipment, fittings or materials must not be placed in a position that will obstruct designated exit points. The hirer will take all reasonable precautions against any loss or damage by fire.

RESPONSIBILITY & DAMAGES

The client shall pay for any damage sustained to SCE or the Zoo that are caused by the client or the client's invitees, agents or other persons associated with the event. SCE or the Zoo or its employees and agents shall not be liable for any injury, damage or loss of any nature, caused 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 SCE or the Zoo against any cost, or demand in respect of such injury, damage or loss.

VEHICLE ACCESS & HEAVY EQUIPMENT

Vehicle access is not permitted to SCE function space, nor the courtyard in front of the building. Requirements for delivery or use of heavy equipment at SCE must be advised at least 60 days in advance and approval is at the approval of SCE and/or the Zoo. No access is available behind gate 1 and all deliveries need to utilise the loading zone on Plane Tree Drive unless preapproved by SCE.

CAR PARKING

SCE or the Zoo are not responsible for nor control any parking in or around the facility. Public car parking is available on Plane Tree Drive, War Memorial Drive, Victoria Drive, Hackney Road and at the multi-level car park behind Lot 14 (accessed from Frome Road). It is the responsibility of the event organiser or their guests for parking.

SERVICE LIFT & DISABLE ACCESS

SCE will not guarantee the availability of the service lift for use by suppliers or guests.

CLEANING

General cleaning is included in the cost of the function. If cleaning requirements following the event are deemed to be excessive, additional cleaning charges will be incurred. Confetti and rice grains or equivalent, as deemed by SCE is not permitted in either SCE or the Zoo courtyard.

RECOVERY COSTS

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

COMMUNICATIONS

SCE and Adelaide Zoo will not guarantee internet connection via wireless, cable to an ISP.

BEVERAGE BYO & CORKAGE

SCE does not offer BYO or corkage unless this is integral to your event. Approval is at the sole discretion of SCE

LAWS & LIABILITY

If SCE or the Zoo has reason to believe that an event will affect its reputation, security or employees wellbeing it reserves the right to cancel without liability. At no time will SCE or the Zoo or 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 SCE's liquor license obligations.

ALCOHOL SERVICE

Responsible service of alcohol: SCE 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, SCE has a duty of care for staff and patrons and we therefore act accordingly. SCE 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.

NOISE

Noise level will be controlled at a level suitable to SCE and/or the Zoo. The client is not permitted to use any audio equipment or musical instrument at a volume, or behave in a manner that is likely to disturb any animals or cause offence or disruption to other guests.

ZOO EXPERIENCES

SCE is not responsible of any injury, illness, act or damage caused during activities before, during or after events with SCE or the Zoo. Booking an event with SCE does not entitle clients or invitees automatic access to the Zoo. Zoo access can be pre-organised for a specific time or is available during normal opening hours (same as general public).

WEATHER PROTECTION

SCE will not guarantee alternative locations to events booked outside the Attenborough, Goodall or Durrell spaces. This includes but not exclusive to the terraces, courtyards, zoo spaces or the parklands. SCE recommends that back-up spaces be booked.

SMOKING

Smoking is not permitted inside, on the terraces or balcony areas of the Sanctuary Adelaide Zoo Function Centre or any other locations throughout the Zoo. Smoking is also not permitted in the courtyard within meters of the SCE or Zoo entrance.

DECORATIONS

SCE does not permit the use of decorative items such as glitter or sprinkles, unless previously approved. Additional cleaning costs may be applied for the use of such items.

PLASTICS

The use of plastic items such as straws, plates, cutlery, and cups are not permitted in SCE or the Zoo due to the risk posed to animals and the environment.





“Every single thing served was so delicious - our favourite dish was the Portobello mushroom, soft garlic polenta with smoked almond dressing - best polenta I’ve ever had!”

ANGELICA

“Absolutely fantastic venue. The service was top notch and the staff were amazing. A special thank you to Austinn for his assistance with organisation of the night.”

TERRY



Locations

- 1 RESTAURANT BOTANIC**
Plane Tree Dr, Adelaide SA 5000
- 2 EVERGREEN, SCHOMBURGK PAVILLION**
Adelaide Botanic Garden
- 3 ROSE GARDEN PAVILLION**
Plane Tree Dr, Adelaide SA 5000
- 4 SANCTUARY ADELAIDE ZOO**
1 Plane Tree Dr, Adelaide SA 5000
- 5 SOUTH AUSTRALIAN MUSEUM**
North Terrace, Adelaide SA 5000
- 6 ADELAIDE TOWN HALL**
128 King William St, Adelaide SA 5000
- 7 U CITY FUNCTION CENTRE**
43 Franklin St, Adelaide SA 5000



Contact

Sanctuary

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