

# Blanco Horner Catering

TERMS & CONDITIONS  
2025 - 2026



BLANCO  
HORNER



# Terms & Conditions

## **MENU SELECTION**

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

## **ALCOHOL SERVICE**

Responsible service of alcohol: Blanco reserves the right (under the liquor Licensing Act, 1997) to refuse the 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.

## **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 endeavor 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.

## **DIETARY REQUIREMENTS & FOOD ALLERGIES**

Dietary requirements are required 7 days prior to the event. While Blanco makes the best efforts to cater for dietary requirements and food allergies, Blanco 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.

## **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.

## **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 on the number of guests attending the event (based on Blanco's count) or the guaranteed minimum number, whichever is greater.

## **EVENT ORDER (AGREEMENT)**

Blanco will produce an event order (agreement) for each booking. The event order may be updated as required to reflect the 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.

## **MUSIC**

No amplified live music or loud music is permitted during opening hours, without written approval from the Botanic Gardens of South Australia. Please contact Venue and Event Coordinator to discuss.

## **PAYMENT & DEPOSITS**

To secure your booking, a deposit equivalent to 50% of the estimated value for the event is required. The payment must be received no later than 5 working days after the tentative booking has been made. 7 days from the date of your event, Blanco requires the remaining value for the event to be paid. 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 Payment must be made by EFT, cash, credit card or bank cheque (Cheques made out to "Blanco Catering"). 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.

## **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 cancellation, the booking deposit and other monies paid to Blanco will be forfeited. If the booking is cancelled within 60 days of the event, a cancellation fee of 80% 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 100% of all costs are payable

## **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.

## **RESPONSIBILITY & DAMAGES**

The client shall pay for any damage sustained to hired venues that are caused by the client or the client's invites, agents or other people 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 people 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.

## **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 labor or assistance required, Blanco will charge accordingly. Labor 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.

## **LAWS & LIABILITY**

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