

ORDER TERMS AND CONDITIONS



Delivery Days and Times

Standard delivery hours are between 6:00am to 5:30pm Monday to Friday and 7:00am to 1:00pm on Saturdays. Sunday delivery may be available upon request and depending on the order value.

Minimum Order Value

Free delivery for orders above \$90 for the [areas we service](#). Orders below \$90 attract a \$15 delivery charge.

For weekend catering our minimum is \$250 and a \$25 delivery fee applies.

Delivery Window

For cold orders, deliveries may arrive up to 90 minutes prior to your requested delivery time. For warm food orders, catering may arrive up to 20 minutes before your requested delivery time. Please note that in this situation your food will be delivered in hot boxes which keep the food warm for up to 60 minutes.

Please allow a delivery window of 15 minutes to accommodate for loading dock, or Sydney traffic. If we are going to be later than your requested delivery time we will call you prior to arrival to advise you of this, and will compensate you for any delivery more than 15 minutes late.

Order Cut-Off

Ideally, we require all orders for the following business day by 3:00pm. Please note that orders placed after 3:00pm for delivery the following day may require an altered menu, a later delivery time, and or be unable to complete. We will do our utmost to look after you.

Quotations

Vanilla Blue will honour the pricing provided in a quotation for 30 days. After 30 days Vanilla Blue reserves the right to adjust the prices quoted.

Pricing Information

Please note all menu prices exclude GST. The 10% Goods & Services Tax is added to those items that incur GST at time of purchase. Vanilla Blue will strive to maintain their prices over the life of our most current catalogue. However, we reserve the right to alter prices without notice.

Confirmation of Your Booking

Vanilla Blue will send you an email of your order. This email represents a confirmation of your order, unless the email states that it is a quote. The order will be delivered and prepared as per the details on your email. It is your responsibility to review the details of your order and notify Vanilla Blue of any omissions or corrections. An invoice will be raised reflecting the items and prices outlined within this confirmation.

Food Allergies

Vanilla Blue can offer a wide variety of specialty diet menu items. These include dairy free, vegan, vegetarian, gluten free and pork free. While we take the upmost care to accommodate your dietary requirements there can be traces of allergens found within our catering. In the event you or your client has a life-threatening anaphylaxis inducing allergy, we recommend they cater their own meal. Any instances where you or your client suffers loss or illness resulting from nuts or traces of allergens found in our catering, Vanilla Blue will not be held liable.

Order Cancellation

For orders less than \$500 Vanilla Blue will accept free cancellation up until 3:00pm one business day prior to the event. Orders cancelled after this time will incur a 50% cancellation charge.

Orders of a value greater than \$500 require 2 business days cancellation notice. Orders cancelled on the day of delivery will be charged at a 100% of the total order value.

During the Christmas Season (December) and Melbourne Cup Catering, cancellation of orders will incur a 20% cancellation fee, and a 100% cancellation fee if cancelled less than 4 business days prior to the event.

Platter and Hot Bag Collection

Vanilla Blue will collect their platters and hot bag after the function. Please ensure they are cleaned and placed in a safe location so that the platters can be retrieved. Lost or broken platters and hot bag by will be charged to you at their replacement value, unless they are disposable.

Payment

Payment can be made by credit card, cheque, or EFT payment. We do offer corporate accounts. Please [click here](#) to complete our account application form.

Our standard payment terms are net 7days, and credit card payments do attract a merchant fee based on the credit card used.

Please note that we typically issue the invoice or charge your credit card on the day following delivery.

For orders greater than \$1,000 Vanilla Blue may request a 50% deposit prior to delivery.