

CATERING ORDER TERMS AND CONDITIONS



Confirmation of Your Booking

Vanilla Blue will send you an email of your catering 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.

Minimum Order

Free delivery for orders above \$90 +GST for the core areas we service. Orders below \$90 attract a delivery charge. For Saturday catering our minimum is \$250 and a \$49 delivery fee applies. See our delivery locations, fees, and minimums [here](#)

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

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.

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 Cancellations

Vanilla Blue will accept cancellation of orders up until 3 days prior to the event. Orders cancelled after this time may incur cancellation charges. Orders of a value of less than \$500 cancelled prior to 3.00PM the day before the event will be accepted without a charge. Orders of a value greater than \$500 cancelled after 3:00PM the day prior to the event will attract a 50% cancellation fee. Orders cancelled on the day of delivery will be charged at a 100% of the total invoice amount.

For Seasonal, Special Event, or Limited Release products or events cancellation will incur a 25% cancellation fee, and a 100% cancellation fee if cancelled less than 2 days prior to the event. These type of events include Christmas, Easter, Melbourne Cup, Mardi Gras, Australia's Biggest Morning tea to name a few.

Order Changes

For orders greater than \$500, Vanilla Blue will accept changes up until 2 business days prior to the event. Orders of a value of less than \$500 can be changed up until 2.00PM the day before the event without a charge. Orders cannot be changed on the day of delivery.

Delivery Fees

Standard delivery hours are between 7:00AM to 5:30PM Monday to Friday. For most areas a delivery fee will not be charged. You will be advised at the time of placing your order if a delivery fee applies. Saturday delivery is from 9:00AM to 1:00PM and a \$49 delivery fee will be charged for all deliveries within this window. See our delivery locations, fees, and minimums [here](#).

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.