

# FAQ



# BLANCO EVENT POLICIES

## HOW LONG IS THE EVENT SPACE AVAILABLE TO US?

Rentals are for 10 consecutive hours including set up and break down time. Additional hours can be purchased at a rate of \$750/hour (subject to prior written approval). Events can be booked at any time of day, ending by 11pm with vendors vacated by midnight.

## WHAT DOES THE VENUE RENTAL FEE INCLUDE?

The venue rental fee included three portable bars, (20) 8' rectangular tables, (10) 5' rectangular tables, (20) 60" rounds, (10) cocktail tables, 230 dark cherry wood folding chairs, and one on-site security. Blanco does not provide table linens, table settings, or decor.

## WHAT IS A VENUE MANAGER?

Blanco provides an on-site venue manager to maintain the facility and oversee bar and security staff. The venue manager is not responsible for event coordination, set-up/breakdown of decor, timeline management, or vendor management. For weddings of 50 guests or more, every client is required to have a professional event planner (non-family member).

## ARE REHEARSALS INCLUDED?

All Blanco weddings include a complimentary one-hour rehearsal 1-7 days prior to event and is subject to availability. Rehearsals are subject to change if the venue books another event on the scheduled date. We will inform you as soon as possible if a rehearsal date or time change is required.

## WILL A SERVICE FEE BE ADDED TO THE FINAL BILL?

A 22% service fee & local tax will be added to all charges, including venue rental and beverages. All credit card transactions are subject to a 3% processing fee.

## CAN I PICK UP ITEMS THE DAY AFTER MY EVENT?

All items must be taken at the conclusion of the event. We will not assume responsibility for the damage or loss of any items left on the premises following the event.

## WHERE DO MY GUESTS PARK?

There is a five-story, 1,200-stall San Pedro/Market public parking garage managed by Park SJ located 30 yards away at 45 N. Market Street, San Jose, CA 95113. Blanco does not validate parking. Metered street parking is also available.

## DÉCOR:

Blanco strictly prohibits the use of glitter and confetti of any kind, including paper cannons, as well as rice, turmeric, birdseed, sand or similar material. A minimum cleaning fee of \$500 may be assessed, with the final amount determined based on the extent of cleanup required.



*All prices & policies are subject to change — Blanco offers ADA accessibility throughout venue*

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## ARE OPEN FLAMES ALLOWED?

Yes, however tapered candles are not allowed unless they are placed in a hurricane, with a base, and the wick reaching 2" below the top. Votives and floating candles are allowed. Tapered or freestanding candles of any size/type without a hurricane will be promptly removed by our staff. Blanco staff does not light candles or provide lighters. We allow a small fire used for mandaps.

## DO YOU HAVE PREFERRED VENDORS?

We are pleased to offer a wonderful preferred vendor list, however, you are not required to exclusively utilize these vendors. Please note that all vendors must be licensed and insured to provide proper services during your event.

## FLOOR PLANS:

Your Venue Manager will gladly assist in creating a custom floor plan for your event. Please note that final floor plans must be approved with your BEO and final guest count 7 days in advance. We cannot guarantee Blanco staff to assist with changes requested within 24 hours of your event.

## DO YOU ALLOW OUTSIDE CATERING?

Blanco offers a pre-approved catering list for our clients. All linens, décor, tableware (including cake cutting utensils) must be rented through your chosen caterer or rental company. A \$15/person (plus tax and service) fee will apply if you decide to use a non-preferred caterer. Non-preferred caterers must be full-service and pre-approved by Blanco prior to signing with the caterer. Blanco requires outside caterers are approved 60 days in advance.

## HOW DOES BEVERAGE SERVICE WORK?

Blanco offers alcoholic, non-alcoholic, hosted on-consumption, and non hosted bar package & service options. All beverages must be purchased from Blanco with the exception of coffee and tea (if provided by caterer). If client chooses the package option, Blanco requires a package be charged to all guests (NA package for guests ages 7-20). Restrictions apply on signature cocktails. Blanco will provide glassware for beverages ordered from the bar only. Caterers or client must provide glassware (i.e. water and wine glasses) for banquet tables, as Blanco staff does not provide table-side service.

Alcoholic beverages are not permitted from outside sources or they will be confiscated. Alcoholic beverages are regulated by the California State Liquor Control Board and Blanco is responsible for the administration of these regulations. All beverage packages are subject to a service charge and local tax. Once final guest guarantee is provided, refunds will not be given if guest count decreases within 7 days of the event.

## HOW DO I BOOK MY EVENT?

To secure your booking, a deposit of the estimated grand total (rental fee, estimated bar) determined by your sales manager is required upon signage of contract. Final guest count is due 7 days prior; refunds will not be made on bar packages if guest count decreases after the 7 day deadline. Blanco reserves the right to charge the credit card on file for any remaining balance due immediately following the event if not paid by client. Deposits are non-refundable. A 3% credit card processing fee applies to all cc charges.



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