



## Delivered Catering terms and conditions

### Standard operating hours

Our standard operating hours during term time are Monday to Friday (excluding Bank Holidays) 8am to 9pm. Services outside these timings on these days will incur a surcharge of £20.00. For all bookings outside our standard operating hours or for a weekend order, please contact Delivered Catering before placing your order.

### Lead-time for catering bookings

A minimum of three clear working days (i.e. 72 working hours) is required to make/amend/cancel a Delivered Catering order. We require seven clear working days for a weekend booking.

### Booking review and amendments

Once your order has been placed online, you are able to log back in and view/amend/cancel your order as required up until three clear working days prior to your order is booked for delivery.

### Minimum orders

The minimum charge for a delivered catering order is £20.00 per order. Minimum numbers apply to all food items – see online menu for full details.

### Delivery

The Delivered Catering Team will make every effort to deliver your order on time. If for any reason this is not possible, we will keep you fully informed of any delays. We recommend you select a delivery slot which is at least 15 minutes before the order is actually required. Please note that on exceptionally busy days deliveries may be made up to 30 minutes prior to your requested time. Please allow for early deliveries when making your room booking.

All buffets will be supplied with the necessary crockery for the numbers booked. All food is delivered for immediate consumption.

Our standard is for all service tables to be clothed. It is the customers responsibility to ensure suitable tables are available in the area selected for delivery.

Delivered Catering cannot accept any responsibility for any shortages or errors if the booking is not received at the time of delivery by a person who is authorised by the organiser.

We cannot always deliver to rooms which are not accessible by lift or ramp. If the lift is broken the customer will need to find an alternative room on the ground floor for delivery.



## Collection times

We will collect all the equipment on the same day as delivery, or by 9am the following day. Please ensure that all items are packed in the box provided and ready for collection after your event. If our delivery team have to clear a room on collection, a charge of £20.00 will be made.

## Sale or return

Due to the current climate the University has had to review its sale or return policy. At this time we are not able to offer sale or return and will charge in full for all delivered items. Please ensure you take any unopened items with you at the end of your event, otherwise they will be cleared by the catering team.

## Allergens and specific dietary requirements

Please be aware that our food is prepared in kitchens that contain gluten, nuts and other allergens. We cannot completely guarantee that there is no risk of cross-contamination.

It is the responsibility of the customer to inform Delivered Catering of any specific dietary requirements in advance of the event.

A full allergen information sheet will be presented at delivery. All food prepared on site will have a full allergen label with each meal.