

# Terms & Conditions

## ORDER PROCESS

- For Delivered Catering, please place your booking here: [Book Your Catering](#)
- We require a minimum of 5 working days notice prior to the booking date.
- All delivered catering enquiries should be made via the online catering booking platform as above. We require all fields to be filled to process your booking.
- For Dinners, Afternoon Teas, Special Events, and any other enquiries, please contact: [catering@glasgow.ac.uk](mailto:catering@glasgow.ac.uk)
- Any requests within 3 working days cannot be guaranteed however we will try to meet your request and may be in touch with alternative options.

## FOOD SAFETY

- We will provide allergen and dietary information with all delivered catering.
- Vegetarian (V), Vegan(Vg), Gluten Free (GF) and Dairy Free (Df) options are noted on our menus.
- All dietary requirements can be catered for with a minimum of 3 days advanced notice. If we are notified of any allergens we will cater for these though we reserve the right to substitute items to help meet dietary requirements.
- Our food safety policy recommends that all food we supply must be consumed within 2 hours of delivery.

## MINIMUM SPEND & NUMBERS

- All delivered catering orders must meet a minimum spend of £50 for us to provide delivered catering. Any orders with a total value under the minimum spend may be subject to an excess charge in order to meet the minimum value. As an alternative, we may be able to cater to your events on a 'Pick-Up' basis from one of our on-site catering outlets with no additional charge.
- A minimum order number may apply to some item selections. This also applies to beverages with the exception of fruit juice (sold per litre), water, wine and prosecco (sold per 750ml).

## MENU PRICING

- All pricing is exclusive of VAT which will be applied if required.
- Pricing will be valid until the end of December 2024 though some items may be subject to inflationary increases prior to this date.

## DRINKS SERVINGS

- Hot drinks are priced per person and we provide enough to cover one drink of choice for all attendees.
  - 1 bottle fruit juice = 5 servings
  - 1 bottle prosecco = 6 servings
  - 1 bottle wine / 1 bottle water = 4 servings

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## SUBSTITUTION

- We reserve the right to substitute items for alternatives of equal or superior quality if the original item requested cannot be provided due to difficulty obtaining the item or excessive increases in costs.

## AMENDMENTS & CANCELLATIONS

- There may be instances where, due to unforeseen circumstances, University of Glasgow Catering is unable to provide a hospitality provision. If this is the case, alternative solutions will be provided, and we will work directly with the lead booker on suitable alternative arrangements.
- Any amendments must be made as soon as the customer is aware of them. Changes cannot be made to your order within 3 working days of your event.
- For cancellations within 5 working days of the date of the booking a 50% cancellation fee will be applied and for cancellations within 3 working days a 100% cancellation fee will be applied.
- Cancellation charges may still apply outside of this period if costs have already been incurred.

## DELIVERY TO VENUE

- For delivered catering bookings, it is the responsibility of the customer to ensure a suitable space and furniture is available for the catering to be laid out in prior to the delivery. An adequate number of tables must be provided to accommodate the size of the booking. The venue must be accessible to trolleys and must comply with the University Health and Safety policy. We cannot always deliver to rooms which are accessibly only via stairs. The Catering team can advise what areas are suitable if you are unsure.

## HYGIENE & WASTE

- For delivered catering bookings, the Catering team will not be responsible for cleaning a venue after an event has concluded. It is the responsibility of the customer to ensure this is done. The catering team will return following the end of the event to collect all equipment provided by us. If any cleaning is required to be completed by the Catering team then charges will be applied.
- All waste must be disposed of in the bins provided across the University Estate in accordance with the waste disposal flyer. We will make every effort to collect serving equipment within 48 hours of delivery. Please put non-disposable items back in the delivery box for collection. We will collect from the same location that we delivered to so please inform us if the location for collection changes. Please be aware that a charge will be made for any lost or damaged items of catering equipment.

## ADDITIONAL COSTS

- We aim to be transparent with our costs which is why the final total you see on your booking confirmation sheet is the final balance we expect our customer to pay. There are certain circumstances whereby additional charges may be incurred. This includes but is not limited to additional staffing costs where staff may be required to serve and assist during catering break. These charges will always be discussed ahead of payment and written confirmation will be sent to customers detailing their order.