

DELIVERED CATERING

Terms & Conditions of service

Effective from August 2021

Booking Information

- Standard delivery times for delivered catering are between 8.00 am to 5.00 pm, Monday to Friday.
- There is a minimum delivery charge of £15 per delivery slot and therefore any bookings below this value will be brought up to this minimum charge.
- An additional charge may apply to deliveries that are made off campus. Deliveries for Thames Valley Science Park or any University Farm require 2 delivery slots due to the distance from Whiteknights Campus.
- We must receive all bookings and final numbers at least 72 hours before the start date of your event. We require 5 working days' notice for large bookings (50+).
- Late bookings may be accepted at the discretion of Catering, Hotel and Conference Services however this may not always be possible.
- Please email hospitality@venuereading.com for any amendments or cancellations to bookings that are within 72 hours of delivery.
- In the event of a full or partial cancellation within 72 hours of the delivery date, the full catering charge will be incurred. Large orders and some menu items will incur a charge if cancelled within 5 working days.
- Alcohol needs to be confirmed at least 5 working days before the start date of your event, alcoholic items are cancelled within 5 working days this will incur a charge.
- All bookings need to be confirmed with an internal booking code, a purchase order number or a signed booking contract.
- Waiter/Waitress service is only available for bookings from the Serve to You Menu. We strongly recommend the use of this service for large bookings, as a guide we will provide 1 member of staff per 50 people. 2 hours Waiter/Waitress service is included with all bookings from the Serve to You Menu. Should you require additional service time, this will be charged at the rates detailed below:

- Weekday- £15 per hour per member of staff
- Saturday- £25 per hour per member of staff
- Sunday- £35 per hour per member of staff

Please note that additional charges may be incurred for any late running bookings.

Delivered Catering Online Portal

- All internal catering bookings from the Deliver to You Menu should be made using our online booking system – Deliver Online. The only exceptions are weekend/out-of-hours deliveries, orders for 50+ people, vouchers and all orders from the Serve to You Menu.
- The Delivered Catering Online Portal requires 72 hours' notice to create, amend or cancel a booking. Please note that The Delivered Catering Online Portal will not consider the day you are creating or amending a booking as a full day.
- To register for Deliver Online please follow the link below.
<https://www.hospitalityuor.co.uk/deliver-to-you/>

Out of hours/weekend bookings

- For out of hours or weekend hospitality services and deliveries we must receive bookings at least 7 working days in advance.
- For out-of-hours or weekend bookings the following delivery charges will apply:
 - Weekday - £20
 - Saturday - £30
 - Sunday - £40

Dietary requirements

- Please state all dietary requirements when placing your booking.
- Our food is produced in an environment where nuts are used. We can provide information regarding the 14 allergens as outlined in the food Information for consumers regulation (EU) No. 1169/2011 upon request.

Delivery information

- Bookings are scheduled in delivery slots of on the hour, twenty past and twenty to the hour. A limited number of delivery slots are available for each time.
- We aim to deliver catering no more than 10 minutes before or after your delivery slot.
- Please check all catering items when they arrive and notify us of any problems on the day of delivery (e.g. shortages or damaged goods).
- If requested with our Deliver to You Menu our staffs will layout catering on tables provided by the customer at the venue you have prebooked. Otherwise the delivery will be left in our delivery crates for customers to unpack. Please note that all orders from the Serve to You menu will be unpacked and laid out by our staffs the customer's responsibility to organise the setting up of tables prior to the delivery and to ensure adequate numbers of tables are provided for the size of the booking.
- Suitable space and furniture must be provided. The site must be accessible to trolleys and must comply with the University Health and Safety policy.
- Please ensure that your catering delivery area has been booked for a minimum of 10 minutes before your catering order is due to arrive to allow our staff to set up if required.
- Our food safety policy recommends that all food we supply must be consumed within 2 hours of delivery.

Waste Disposal and Equipment Collection

- All waste must be disposed of in the bins provided across the University Estate in accordance with the flyer at the below link: <https://www.hospitalityuor.co.uk/wp-content/uploads/sites/45/How-do-I-dispose-of-my-items.pdf>
- 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.

Catering items & pricing

- All prices are exclusive of VAT if paying by an internal charge code.
- We reserve the right to alter a particular ingredient or item on the menu if it is not available and replace it with a suitable alternative. We will make every effort to inform the customer of changes should they arise prior to or at the point of delivery.

Sale or return

- Please be aware that we do not have a sale or return policy and that all catering items ordered will be charged for in full. The only exception to this is for wine ordered for Drinks Receptions on the Serve to You Menu where we can offer 25% Sale or Return,
- Please ensure that any unopened items are taken with you at the end of the event, otherwise they will be collected by the catering team.

Catering Vouchers

- Set amounts of £2, £5, £7 and £10 can be selected if you have a unique request please contact us directly.
- 1 weeks' notice is required for all voucher orders. Vouchers are produced and posted to address provided by the client
- Vouchers are valid for 3 months from the date of production.
- Please be aware that we do not have a sale or return policy and that all catering vouchers ordered will be charged for in full.

Contact details

Email: hospitality@venue.reading.com

Tel: 0118 378 8427

Office hours: Monday-Friday 8.30 am – 4.00 pm