

CATERING SERVICES DELIVERED CATERING

Terms & Conditions of service

Effective from July 2015

Booking Information

- Standard delivery times for delivered catering are between 8.00 am- 5.00 pm, Monday to Friday.
- There is a minimum delivery charge of £15 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.
- We must receive all bookings and final numbers at least 2 working days before the start date of your event.
- Late bookings may be accepted at the discretion of Catering Services, however we reserve the right to refuse to cater for your event.
- Please contact the Customer Service Team (eat.bookings@reading.ac.uk) for any amendments or cancellations to bookings that are within 2 working days of delivery.
- In the event of a full or partial cancellation within 2 working days 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, please check with the sales team at the time of booking.
- Alcohol needs to be confirmed at least 5 working days before the start date of your event, if alcoholic items are cancelled within 5 working days this will incur a charge.
- All bookings need to be confirmed with an internal charge code, a purchase order number or a signed booking contract.

- Waiter/Waitress service is available for all bookings (minimum of 2 hours). We strongly recommend the use of this service for large bookings, as a guide we will provide 1 member of staff per 50 people. The following service charges will apply:

- Weekday - £20 per hour per member of staff
- Saturday - £30 per hour per member of staff
- Sunday - £40 per hour per member of staff

Eat Online

- All internal catering bookings should be made using our online booking system – Eat Online. The only exceptions are weekend/out-of-hours deliveries, orders for 50+ people, Blandford's restaurant vouchers and orders that include the canapé selection.

- Eat Online requires 2 full working days' notice to create, amend or cancel a booking. Please note that Eat Online will not consider the day you are creating or amending a booking as a full day.

- To register for Eat Online please follow the link below and click on the Eat logo.

<https://webcatering.reading.ac.uk/KxWebCatering/Register.aspx>

Out of hours/weekend bookings

- For out of hours or weekend hospitality services and deliveries we must receive bookings at least 10 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.

- We cannot guarantee that our food does not contain traces of nuts or other non-allergens. If you have specific requests please note these when placing your catering booking.

Delivery information

- We aim to deliver catering no more than 45 minutes before your requested delivery time.
- 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, our staffs will layout catering on tables provided by the customer at the venue you have pre-booked. Otherwise the delivery will be left in our delivery crates for customers to unpack. It is 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.
- Our food safety policy recommends that all food we supply must be consumed within 2 hours of delivery.

Collection

- 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. A black waste bag will also be provided for disposable items. We will collect from the same location that we delivered to so please inform us if the location for collection changes.
- If the room you have booked for your hospitality is to be reused by another user immediately after your use, please ensure you inform the catering team at the time of booking so that a special collection can be made by the catering team in a timely manner.
- 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.
- 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 produced and posted to address provided by the client
- Vouchers 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: eat.bookings@reading.ac.uk

Tel: 0118 378 8427

Office hours: Monday-Friday 8.30 am – 4.30 pm