INTERNAL HOSPITALITY

TERMS & CONDITIONS

February 2020
1. **Choose the level of service that you require**

- **Delivered Catering**: Simple drop off and collection service to your meeting area. It is the responsibility of the client to set up the catering and clear it away. Collection will be from the delivered location only.
- **Enhanced Catering**: In addition to the drop off and collection service to your meeting area, a linen table cloth, crockery and glassware are included and a member of staff is present to set up and clear away (staff charges apply).
- **Drinks and canapé receptions**: please see sections 7 “Staffing” and 8 “Picture Gallery”.
- **Serviiced Events**: details are on our separate serviced menu.

2. **Delivery times and charges**

- Core delivery and collection hours are Monday – Friday from 8am – 5:30pm.
- Delivery charges for Delivered Catering outside of the core hours are: £50 Monday – Friday and £160 at the weekend for a 4 hour period. Additional hours will be charged at the hourly staff rate. For details of staffing charges, please see section 7, “Staffing”.
- If catering is delivered within core hours but the event finishes outside of them, provided that all the equipment is packed in the catering box and left in the delivery location, and any food waste cleared, the delivery/collection charge of £50.00 will not be applied.
- Enhanced Catering is not available outside core hours.
- Enhanced Catering is an additional charge of £2.50 per person, per delivery, for a minimum of 10 people.

3. **Minimum orders**

- The minimum order value for delivery during core hours is £15 per delivery slot. If your order is less than this value, you will still incur the minimum £15 charge.
- In the interests of minimising waste, minimum numbers for tea and coffee are 10. If your numbers are below this, it may be more cost effective to visit one of the coffee shops on campus.
- Up to 25% of your drinks order (house wine, house prosecco and beer only) is available on sale or return.

4. **Notice**

- During core delivery times, please allow a minimum of 5 working days' notice for Delivered and Enhanced Catering. Final numbers and all allergen information will be required 5 working days prior to your order.
- Catering delivered outside of the core hours will require 7 working days' notice.
• Serviced Events and Private Dining require a minimum of 10 working days’ notice. Final numbers and all allergen information will be required 7 working days prior to your serviced event.
• Bank holidays, discretionary days and weekends are not included in the notice period.
• Please note, that it is not possible to deliver on College discretionary days.

While every attempt will be made to accommodate an increase in numbers of up to 10% communicated after the required notice period, this will be at the discretion of the Events Manager.

5. Cancellations and reduced numbers

• For Delivered and Enhanced Catering, cancellations and reductions in numbers made more than 5 working days in advance of the date of delivery will incur no charge. After this time, customers will incur a cancellation fee of 50% of the cancelled/reduced amount of their booking. Cancellations and reductions within 2 working days of the booking will incur a 100% cancellation fee of the cancelled/reduced amount of the booking.
• For Serviced Catering and Private Dining bookings, a 50% charge of the current quote will be levied if the cancellation/reduction is received less than 7 working days prior to the event and a charge of 100% of expected income will be made with less than 5 days’ notice.

6. Delivery Information

• Catering can only be delivered to meeting rooms or spaces that are located on the ground floor or have lift access to other floors.
• It is the responsibility of the organiser to check if catering is permitted in your booked location. The catering department cannot accept responsibility for unauthorised deliveries made upon the request of the booker.
• Any equipment delivered with your catering order should be returned. Charges will apply to replace any equipment that is not returned.
• For Delivered Catering, it is the responsibility of the department or client requesting the catering, to ensure a catering table is available. For Enhanced and Serviced Catering, tables will be arranged by the catering team, however if you require a specific room layout, please inform us upon booking.

7. Staffing

• Serviced Catering will include staffing.
• Enhanced Catering includes one staff member to setup and clear away your catering during our core hours. If you require staff for the duration of your event, additional staff charges will apply.
• Drinks receptions of more than 30 guests will require staffing and charges will apply, however if there is a minimum spend of £500 there will be no staffing charge.
If you require staffing for your reception, charges are as follows:

- £15.00 per hour, per member of staff – Monday to Friday
- £20.00 per hour, per member of staff – Saturday and Sunday

It will be at the discretion of the Conference and Events Manager to determine the number of staff required to service an event. A minimum of two members of staff are required at events taking place outside of core hours.

8. Picture Gallery

- There is no Delivered Catering service to the Picture Gallery.
- In order to comply with the College’s insurance policy, all catering booked in the Picture Gallery requires staffing. For any Enhanced Catering booked in the Picture Gallery, a member of staff will be required for the duration of the event (not just set up and clear away) and additional charges will apply.
- Room hire charges apply after 7pm Monday – Friday and on weekends. Please refer to the College’s Guide and Policy for booking the Picture Gallery for full terms and conditions.

9. Bourne Annexe

- Due to the logistics of the building and associated Health and Safety issues, an additional staffing cost of £45 will be added to the final bill, based on a maximum of 3 hours between delivery and collection times. Additional hours will be charged at £15 per hour.
- The catering department reserve the right to decline an order to this area if they feel it may impact on the normal catering operation.

10. Contact

- If you have any queries regarding your order before the date of delivery, please contact the catering team on ext. 3045.
- If you have any queries on the day, please contact the delivery team on 07785 258263 or ext. 3863.