Terms and Conditions
Provision of Delivered Catering

1. Contract
The requirements for your delivered catering, as detailed in your
internal order, in conjunction with these terms and conditions,
creates a contract between you and Campus Services. “You” are the
Department, College or School responsible for commissioning and
making payment for the delivered catering.

In entering into this contract the department or school that you
represent, and not any other person or organisation you make
arrangements for, or on behalf of, is accepting responsibility to pay
all charges relating to the contract. You cannot, without prior
agreement, from Campus Services transfer your obligations under
this contract to any other person or organisation.

2. Booking
In order to confirm a booking for delivered catering you must raise
an internal order in the University Finance System, coded to supplier
ZU0098. Campus Services will not confirm your booking for deliver
services until an order has been authorised and received.

All orders must be placed by 10am, at the latest, prior to the required
order notice period.

When making a booking, the following advanced notice periods must
be adhered to:

Category A: Tea, coffee and drinks - 24hrs*
Category B: Sandwiches, cheese, fruit and soup - 48hrs*
Category C: Finger/fork buffets and desserts - 72hrs*

* Please note that weekends, Bank Holidays and University Closure
Days are not included in this notice period

Rates for delivered catering items, together with corresponding
University Finance System item codes can be found on the
Delivered Catering website.

Orders have a minimum requirement of 10 people. Additional
items can be selected to supplement your original choices.
Please refer to the item description for details of the additional
cost.

3. Emergency Bookings
Last minute emergency bookings can be discussed by calling
27(3959); however it is not guaranteed that your order can be
taken. If your order can be successfully placed then an internal
order will be required immediately to confirm.

4. Confirmed Bookings
Once you have submitted your internal order via the university
Finance System, the user who raised the order will receive a
confirmation email from Campus Services within 24 hours (excluding
weekend days)

5. Location of Delivery
You take responsibility that a suitable location is available for the
catering.

In line with Estates’ policy, no catering can be delivered to, or
consumed within a centrally timetabled classroom. If an order is
submitted with delivery to such a room, then Campus Services
reserved the right to cancel the booking unless you can find an
alternative venue.

Catering for venues within the Conference footprint (Elphinstone
Hall, Linklater Rooms, King’s College Conference Centre, Old Town
House, Hillhead, Bishops Table and Café Zeste) should be ordered
directly through the Conference and Event Office. Internal orders will
not be accepted for delivered catering in these venues.

6. Payment
After the date of your service, Campus Services will take payment.

Any price or quantity mismatch issues will be notified to you via a
Diary Message in the University Finance System. If you have any
disputes regarding the price mismatch you should contact the
delivered catering team immediately to discuss, otherwise you are
required to accept the price mismatch within 21 days.

At financial year-end, all items must be agreed and charged by 1st
August in line with University Accounting Policies.

7. Non Disposable Equipment
All items of non-disposable equipment supplied with your booking
must be returned on collection. Campus Services reserves the right
to charge accordingly for missing items.

8. Service
All items are supplied on the basis of self service. If you require staff
to assist with the service of your catering, this must be indicated on
your internal order at the time of booking. Staff assistance will incur
an additional charge. Details of these charges can be found on the
Delivered Catering website under the Sundries and Deliveries
section.

All catering is provided with disposable tableware as standard – you
can upgrade your order to include crockery/glassware for an
additional charge – please refer to the Deliveries section of the
Delivered Catering website for details of charges.

Items are presented in disposable, table-presentable platters and
containers.

9. Deliveries
Campus Services’ staff will lay out your catering if a table is
provided; otherwise the delivery will be left for you to unpack.

Standard delivery times are Monday to Friday 08:30 to 17:00.
Deliveries outside of these times will be subject to a surcharge,
details of which can be found on the Delivered Catering website.

10. Making Changes to your Booking
Campus Services will provide the service as detailed in your internal
order. If there are changes to any part of your requirements eg:
quantities, delivery date, location; you must amend your internal
order, ensuring your do so with the same minimum notice periods for
ordering ie:

Category A: Tea, coffee and drinks - 24hrs*
Category B: Sandwiches, cheese, fruit and soup - 48hrs*
Category C: Finger/fork buffets and desserts - 72hrs*

11. Cancelling your Booking
If you should require to cancel your booking, you must give the
following notice to avoid being charged:

Category A: Tea, coffee and drinks - 24hrs notice
Category B: Sandwiches, cheese, fruit and soup - 48hrs notice
Category C: Finger/fork buffets and desserts - 72hrs notice

If your order or part of your order is not cancelled within this
timeframe, Campus Services reserved the right to apply charges for
those items which were cancelled with insufficient notice.

12. Events beyond our Control
Campus Services reserves the right to alter or cancel any booking,
that is cannot fulfil for reasons beyond its control including but not
limited to: war or hostilities, riot or civil commotion, industrial action,
epidemic, fire, flood or other natural disaster.

In such circumstances every effort will be made to offer an
alternative, comparable service.