

Minimum Orders and Delivery Charges

- The minimum order value is £10 per delivery for deliveries on the Streatham and St. Luke's Campuses.
- The minimum order value is £20 for deliveries off campus to RILD and Wonford Medical School (Hospital).
- There is no delivery charge for deliveries on Streatham and St Luke's Campuses (within standard delivery times) but a delivery charge will apply to deliveries off campus. Charges are available upon application.
- Standard delivery times for Streatham Campus and St Luke's Campus are Monday to Friday 8.00am to 6.00pm.
- Deliveries out of these times will be subject to a surcharge to cover additional costs as follows:

Before 08.00 on a weekday – £30.00

After 18.00 on a weekday – £30.00

Saturday – either 25% of total booking, or between £50 and £100 (whichever of these two amounts is greater)

Sunday – either 25% of total booking, or between £100 and £250 (whichever of these two amounts is greater)

Making a Booking and Confirmation

- Please note that we are only able to process bookings during our office hours of 8.30am-5.30pm. Your booking should not be considered as confirmed until you receive confirmation from us.
- Orders will be confirmed within two working days by email. Confirmation will include a copy of the booking form and a reference number. If you do not receive confirmation within two working days, please contact the Fresh Ideas office on 01392 723556 as we may not have received your order.
- Bookings and final numbers must be received at least two full working days in advance.
- Bookings made less than two working days in advance may be accepted at the discretion of the Fresh Ideas management team. These orders will incur a late order charge of £10.
- We regret that during the busy lunchtime period between 11.30am and 2.00pm we cannot accept beverage-only bookings for less than 20 delegates.

- There is no sale or return policy for bookings made from the Fresh Ideas menu. This includes unopened packaged items and alcohol.
- When ordering optional extras, please be aware they are only available as an extra to a buffet. These items cannot be ordered unless a buffet has been ordered. Fresh Ideas management team have the right to refuse any booking should we feel this is being taken advantage of (i.e. one buffet order and numerous optional extras ordered).
- Multiple buffets per booking cannot be ordered. Only one buffet per booking can be ordered, plus optional extras. This is due to items being more likely to run out if attendees have more options. If you have a booking of over a hundred people and require more variety, please contact the Fresh Ideas team. Special diet plates are available per person.
- Prices are correct at the time of going to print. However, some adjustments may be made in the event of seasonal variation or shortage. You will be advised at the time of booking.
- When staff are requested for a booking, the Fresh Ideas team will endeavour to fulfil the request. This is not always possible due to the level of business and we will let you know 48 hours prior to the event if we have not been successful in filling the shifts.
- When making a booking, please state the start and finish times that you require the booking for. Please do not allow for a delivery / set-up time as this will be managed by our delivery team.
- If you require tablecloths, please ensure these are booked as an item. From April 2018, Fresh Ideas does not provide free-of-charge tablecloths.
- Please ensure your catering booking end time reflects the additional time it will take for the booking to be packed up and made available for collection by our team. This avoids situations in which the team arrives to collect bookings that are not ready for collection.
- The sale of alcohol to those under the legal age is strictly prohibited and Fresh Ideas management have the right to refuse such bookings.

Weekends and Bank Holidays

Please note: weekends and bank holidays are not standard working days for the Fresh Ideas team.

We will always attempt to accommodate last minute bookings but this can result in reduced availability of some menu items and limited delivery slots.

- Evening or weekend hospitality requires five working days' notice. We respectfully reserve the right to refuse any requests that do not reach the Fresh Ideas Office within the notice period.
- Please see the Minimum Orders and Delivery Charges section for the charges that will apply.

Amendments and Cancellations

- For minor, last-minute amendments (e.g. room/time change or a change in numbers) please email freshideas@exeter.ac.uk or call 01392 723556 quoting the reference number. Cancellations should be made online.
- In the event of a full or partial cancellation of a confirmed booking, the following cancellation charges will apply:

More than two working days prior to event – no charge

Less than two working days prior to the event – 50% of expected income based on numbers

Less than one working days' notice – the full cost will be incurred.

Fresh Ideas Equipment

- All catering equipment delivered with your booking remains the property of Fresh Ideas. Any damage to, or non-return of, items at the time of collection will be charged at the full replacement cost.
- An additional charge will apply to any extra items requested.

Room Booking for Catering

- It is the responsibility of the customer making the booking to check that the room being used is one in which catering is permitted and that there is adequate space to lay out the delivery.
- Please ensure your room booking time coincides with your catering booking time. If the room is not available, your catering will be left unattended outside of the room. Fresh Ideas cannot take responsibility for any items left unattended and any missing food/drink items will still be charged for.

- Please ensure tables are available for the delivery.
- If catering is not permitted in the room, it is the policy of Fresh Ideas that the team will not set it up.
- Where possible, it is advisable to book a separate room for lunch deliveries to minimize disruption to your meeting.
- Some rooms on campus are not accessible for deliveries (i.e. no lift). If you have booked an inaccessible room, Fresh Ideas will advise you of this before confirming your booking.

Packing Up of Catering

- Once you have finished with your catering, please pack it up and leave outside the room for collection.
- It is not the responsibility of the Fresh Ideas team to pack away items – this service is only included if staff have been booked.
- If this is not done, it has an impact on those using the meeting room after you and you will also incur a charge of 25% of your booking or £25 – whichever is greater.
- If the person who places the order is not present at the event, please ensure that somebody from the attending group is aware that all items need to be packed up.

Building:One, Xfi and Northcote House Bookings

Please note that, due to the bespoke service provided in all rooms located in these buildings, there will be an added surcharge of 5% of the total bill for all bookings.

Food Safety

When your food has been delivered, store it carefully away from direct sunlight or heat sources, such as radiators and draughts. If at all possible, ensure that fresh cream products are kept apart from strong flavoured foods. Keep your food covered until it is required to ensure its freshness.

Food deteriorates when left out at room temperature for long periods. We advise that you consume your meal within one hour of receipt. Food should not be consumed after three hours for food safety reasons.

Fresh Ideas at the University of Exeter uses nominated suppliers for all its food products and therefore we cannot accept responsibility for any food items purchased outside and consumed on campus. In accordance with the Food Safety Act, customers are strongly recommended not to undertake the preparation of food themselves.

Availability and Pricing

Menus are subject to change according to the availability of products. All prices are exclusive of VAT with the exception of alcohol.

External Catering Suppliers – Approval Required

- Fresh Ideas, Campus Services is the only internal catering provider for the University and should be consulted with regards to any catering requirements.
- External companies should not be used, unless approved by Paul Weller (p.weller@exeter.ac.uk).

Complaints Procedure

In the unlikely event that you are dissatisfied with our products or services, please contact freshideas@exeter.ac.uk within 48 hours so that a member of our team can investigate your complaint as soon as possible.

SLA (Service Level Agreement)

For further information regarding the Fresh Ideas service, please ensure that, in addition to our Terms and Conditions, you also read our SLA (Service Level Agreement).