

TERMS & CONDITIONS

INTERNAL BOOKINGS

- All internal bookings must be made through the online portal ([Make a booking | Fresh Ideas | University of Exeter](#)) using a valid cost code.
- Bookings require a minimum of two full working days' notice. This does not include evenings, weekends, bank holidays, University closures, or any time after 6:00pm and before 8:00am.
- In relation to sandwich orders, the below applies in line with our supplier requirements. All sandwich orders must be requested by 12pm on the days below.
- Examples:
 - Monday → Wednesday delivery
 - Tuesday → Thursday delivery
 - Wednesday → Friday delivery
 - Thursday → Monday delivery
 - Friday → Wednesday delivery
- Late bookings may be accepted subject to business levels and will incur a £35 late booking fee. Approval is not guaranteed.
- All pizza related bookings require a contact telephone number for the colleague present on the day of the booking. This will allow the team to contact the colleague prior to delivery.
- Our frequently asked questions can be accessed here: [Fresh Ideas | University of Exeter Hospitality Provision](#)

EXTERNAL BOOKINGS

- External bookings must include a completed External Booking Form, including payee details for invoicing.
- Prices for external bookings include VAT in addition to menu prices.
- Internal organisers may raise a Sales to Cash invoice in T1 to charge external companies. Detailed instructions are available under Create a Sales Invoices

DELIVERY CHARGES & OTHER FEES

- The minimum order value is £25 per delivery for Streatham and St Luke's campuses during standard hours (Monday–Friday, 8:00am–6:00pm).
- Orders below this minimum value will be rounded up automatically; organisers may wish to add additional items to meet the threshold.
- Late bookings incur a £35 fee.
- Out-of-hours deliveries require five working days' notice and incur the following surcharges:
- Weekdays before 8:00am or after 6:00pm: £50 surcharge
- Weekends: 25% of the total booking or £100 (whichever is greater)

PACK UP CHARGES

- Any bookings not packed away to a suitable standard, all rubbish discarded into the local refuge facilities, items spread amongst the boxes provided and weight distributed, a pack-up charge will be applied to the booking prior to invoicing. The current pack-up charge is £35 or 25% of the booking, whichever is greater.
- Fresh Ideas reserves the right to cancel, delay, or amend deliveries where service is impacted by circumstances beyond reasonable operational control, including but not limited to severe weather, campus closure, emergency incidents, utilities failure, or industrial action. Where possible, organisers will be notified as soon as reasonably practicable.

NORTHCOTE HOUSE BOOKINGS

- Bookings for John Usher, Ted Wragg, Executive Suite, and the Council Chamber communal area include standard setup and tablecloths, which will be added to the booking.
- These bookings incur a 5% surcharge to reflect enhanced service levels.
- Organisers must ensure all catering is packed up and ready for collection to maintain service efficiency.

BOOKING DETAILS

- Menu items are subject to minimum order quantities. Orders will be adjusted and charged accordingly.
- Bespoke catering is not offered. Organisers should select items from the menu to meet dietary requirements. The Event Exeter team is available for fully bespoke, managed events (<https://event.exeter.ac.uk/>).
- Fresh Ideas reserves the right to make appropriate substitutions when necessary.
- Accurate start and finish times must be provided. The finish time is used to schedule driver collection. Delivery will take place approximately 15 minutes before the stated start time.
- For events with a later finish, collection will occur from 8:00am on the next working day.
- Bookers should be mindful of quantities and avoid over-ordering catering for meetings or events, as this can result in significant waste. The team can provide advice on appropriate catering quantities if required, to allow the booker to use this information alongside event requirements to make an informed decision on quantities.

Optional services (available via the portal):

- Tablecloth hire (charged separately)
- Setup by the Delivered Hospitality team: 10% surcharge (setup only; pack-up excluded)

SERVICE LEVELS

- Catering will be left outside the room to avoid disturbance. Unattended catering is left at the organiser's risk.
- Organisers must ensure the room:
- Permits catering
- Has sufficient tables available (to be booked via Porters)
- Rooms must be booked separately. Selecting a room on the portal does not constitute a room booking.
- Some campus rooms are not accessible for deliveries (e.g. no lift access). Alternative delivery points will be advised. Organisers should familiarise themselves with the Room Restrictions Guide.
- Any missing items or issues must be reported immediately using the mobile number provided with the delivery (07866 139589). Refunds cannot be issued after the event.

SALE OR RETURN / CATERING AMOUNTS

- Fresh Ideas does not offer a sale or return option. Unused items will not be refunded.
- Organisers are responsible for ordering appropriate quantities. Buffet menus are portioned per person and serve as a guideline only.

FRESH IDEAS EQUIPMENT

- All equipment remains Commercial Services property. Charges will apply for missing items and will be valued at the current cost price from suppliers.
- If equipment is found, organisers must notify Fresh Ideas by email.
- Fresh Ideas no longer hires plates, cups, or glasses. Equipment is supplied only for the catering items ordered.

AMENDMENTS & CANCELLATIONS

- Minor amendments, including room changes or delivery time adjustments, may be requested by emailing freshideas@exeter.ac.uk, quoting the booking reference number.
- Cancellations must be made online. Full or partial cancellations will incur the following charges:
 - More than two working days' notice: no charge
 - Less than two working days' notice: 50% of expected income
 - Less than one working day's notice: 100% of total cost
- Amendments requested with less than two working days' notice are subject to approval and a £25 administration/late fee.

FOOD SAFETY

- Once delivered, food is safe for consumption for a maximum of 1.5 hours outside refrigeration. Fresh Ideas cannot accept liability for food consumed beyond this time. High risk foods such as sandwiches, items containing dairy and products prone to spoilage are not permitted to be removed from the designated catering area. Doing so is at the risk and responsibility of the individual.
- Deliveries will be placed away from heat sources and direct sunlight where possible. Food should remain covered until required.
- Fresh Ideas is not responsible for injuries or illness resulting from homemade food or items not purchased from our menu.
- Food safety guidance is based on best practice and regulatory standards; Fresh Ideas cannot accept responsibility where food is handled, moved, stored, or served outside of the conditions advised at delivery.

EXTERNAL CATERING SUPPLIERS

- Fresh Ideas is part of Campus Services, ensuring University funds remain within the University and that food safety standards are met.
- For guidance on the use of external suppliers, please visit [Entertainment, Hospitality and Gifts | Finance Services | University of Exeter](#) policy, particularly point 1.8.
- No approval will be given outside of this policy, should you wish to breach the above policy, further guidance should be sought from your Divisional Director.
- Fresh Ideas cannot accept any responsibility for additional items consumed, that are not purchased through our service.
- Further FAQs from PS Connect can be found here [Catering and hospitality guidance and FAQs · PS Connect](#)

COMPLAINTS PROCEDURES

- Any concerns must be submitted via the feedback form or emailed to freshideas@exeter.ac.uk within 48 hours of the booking to allow timely investigation and resolution.

ALCOHOL

- Alcohol requests for hospitality events is permitted within Fresh Ideas. All events containing licensable activities must be referred to Event Exeter (<https://event.exeter.ac.uk/>), including live music and entertainment.
- For further guidance, please visit [Entertainment, Hospitality and Gifts | Finance Services | University of Exeter](#).

ALLERGENS & SPECIAL DIETS

- An allergen matrix is provided with all bookings containing unpackaged items and is available on request.
- Due to preparation, transportation, and handling by organisers and guests, we cannot guarantee that catering will be free from cross-contamination. Pre-packaged items are recommended where allergies or special dietary requirements apply.
- The University of Exeter makes every reasonable effort to identify allergenic ingredients; however, products such as milk, eggs, gluten, fish, crustaceans, molluscs, peanuts, nuts, sulphites, sesame seeds, celery, mustard, lupin, and soya are used in our food preparation areas. While strict controls are in place, total absence cannot be guaranteed. The University accepts no liability for adverse reactions.
- Personal responsibility rests with organisers and attendees to review allergen information provided and to manage individual dietary needs appropriately