

DELIVERED HOSPITALITY (Fresh Ideas) - TERMS & CONDITIONS

1. INTERNAL BOOKINGS

- All internal bookings must be made via the Delivered Hospitality online portal: [Make a booking / Delivered Hospitality / University of Exeter](#), using a valid cost code
- We are unable to accept verbal or email bookings
- Bookings must be completed by the customer; the Delivered Hospitality team are unable to place bookings on behalf of customers

Lead Times

- Bookings require a minimum of three full working days' notice, working days exclude evenings, weekends, bank holidays, University closures, and the hours outside of 08:00–18:00. However, it is recommended that bookers give at least 5 working days' notice, where possible.

Sandwich Orders

Due to supplier requirements, sandwich orders MUST be placed by 12:00 pm as follows:

- **Monday → Wednesday delivery**
- **Tuesday → Thursday delivery**
- **Wednesday → Friday delivery**
- **Thursday → Monday delivery**
- **Friday → Tuesday delivery**

Late Bookings

- Late bookings may be accepted subject to operational capacity
- A £35 late booking fee will be applied
- Acceptance is not guaranteed

Pizza Orders

- All pizza bookings must include a telephone number for the customer contact present on the day, as this enables the team to coordinate delivery effectively

Sale or Return / Catering Amounts

- Delivered Hospitality 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

Our frequently asked questions (FAQs) can be accessed

here: <https://www.exeter.ac.uk/departments/campuservices/freshideas/>

2. EXTERNAL BOOKINGS

- External bookings must include a completed External Booking Form, including invoicing details
- VAT will be applied in addition to menu prices
- Internal organisers may raise a Sales to Cash invoice in T1 to recharge external clients

3. DELIVERY CHARGES & FEES

- The minimum order value is £25 per delivery (Streatham and St Luke's campuses, Monday–Friday, 08:00–18:00)
- Orders below this value will be rounded up to £25 automatically

Additional Charges

- A £35 late booking fee will be applied, where applicable (see section 2 for further information)
- Out-of-hours booking requests require five working days' notice, subject to acceptance, and will incur:
 - Weekdays before 08:00 or after 18:00: £50 surcharge
 - Weekends: 25% of the booking value or £100 (whichever is greater)

4. DELIVERY & SERVICE

- Deliveries are made to approved University locations across Streatham and St Luke's campuses
- Delivered Hospitality provides a drop-off, delivery service only
- Setup and service are the responsibility of the organiser unless arranged separately

Deliveries are scheduled within operational routes. We aim to deliver at least 15 minutes before the requested time, where possible.

- Catering will be left outside the room to avoid disruption
- Once delivered, catering is left unattended at the organiser's risk

Access & Room Requirements

Organisers must ensure:

- The room permits catering
- Sufficient tables are available (via Porters where required)

- The room is booked separately (online delivery location does not constitute as a room booking)

Where delivery access is restricted, alternative delivery points will be used. Please see the [Delivery Restrictions Guide](#) for more information

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

5. DIETARY & ALLERGEN REQUIREMENTS

The University of Exeter makes every attempt to identify ingredients that may cause an allergic reaction to those with food allergies. However, there is always a risk of contamination as in our food preparation areas we use products such as **milk, eggs, gluten, fish, crustaceans, molluscs, peanuts, other nuts, sulphites, sulphur dioxide, sesame seeds, celery, mustard, lupin and soya.**

Although we have strict cross-contamination practices and policies in place, we cannot guarantee a total absence of these products in any of our dishes. Customers with food allergies must be aware of this risk. The University of Exeter will not assume any liability for an adverse reaction to the food or drink that it has provided.

The responsibility of the booker:

- Provide all dietary and allergen requirements at the time of booking, for each part of your order (when booking multiple sessions within the day, every session **MUST** contain the required dietary and allergen requirements)
- Where special dietary requirements and severe allergens are present, names for these individuals **MUST** be supplied, and the team will provide individual, labelled items for these customers
- Ensure catering is supervised from delivery and handled safely, ensuring no cross-contamination between catering items
- When creating a booking with multiple sessions, the dietaries **MUST** be added to each session, this information does not automatically pull through on the system.
- For guests with severe allergies and dietary requirements, please ensure their names and requirements are added into the catering notes.

The responsibility of Delivered Hospitality:

- **We will** review booking items to ensure allergens are catered for
- **We will** contact the booker to advise when items selected are not suitable for guests with allergens and dietary requirements
- **We will** provide a detailed allergen matrix for all food items provided

When unsure on the suitability of food items for guests, Delivered Hospitality are available to support and advise where applicable.

A wide range of dietary requirements can be accommodated

Gluten-Free & Coeliac Requirements

- A dedicated Gluten Free tab is available on the online booking portal

Additional Requirements:

- Where required, reasonable adaptations will be made upon review by the Culinary team
- Pre-packaged items are available to order to minimise cross-contamination risk
- Where requirements cannot be met, we will contact the organiser to discuss further
- **Kosher food:** Not available
- **Halal options:** Available on request

6. FOOD SAFETY

- Food should be consumed as close as possible to delivery time
- Food is considered safe for consumption for a maximum of 2 hours outside appropriate temperature control upon delivery

Once delivered:

- Responsibility for safe handling and storage transfers to the organiser

Delivered Hospitality cannot accept liability where:

- Food is consumed outside safe timeframes
- Food is moved, stored, or handled outside advised conditions, including moving to another building/location or taken off campus

7. BOOKING DETAILS AND SERVICE OPTIONS

- Menu items are subject to minimum order quantities
- Delivered Hospitality does not offer bespoke catering
- Menu selections should be used to meet dietary requirements

For fully managed or tailored events, please contact:

Event Exeter – <https://event.exeter.ac.uk/>

Substitutions

Delivered Hospitality reserves the right to make appropriate substitutions where necessary.

Timing

- Accurate start and finish times must be provided
- Delivery is scheduled at least 15 minutes before the start time, excluding pizza and hot food options, where delivery will be communicated via a phone call

- Finish times are used to schedule collections. Should you wish the team to collect at an alternative time, please advise of this at the time of booking through the 'delivery instructions' box on the portal

Optional Services

Available via the booking portal:

- Tablecloth hire (charged separately)
- Setup service: 10% surcharge (setup only; pack-up excluded)

Please note that set-up service for multiple bookings throughout the day does not include packing down the previous booking. In cases where the previous booking has not been packed away, the next booking will be left in the black boxes to be set up by the organiser.

8. AMENDMENTS & CANCELLATIONS

- All changes and cancellations must be made through the online booking portal

Late Amendments

- Amendments within 3 working days are subject to approval
- A £35 administration / late fee will be applied

Cancellation Charges

- More than 3 working days' notice: no charge
- Less than 3 working days' notice for food orders: 100% charge
- Less than 3 working days' notice for drinks orders: 50% charge
- Less than 2 working days' notice: 100% charge

Please note that **cancellations are final and cannot be reinstated**. A new booking will need to be made if required.

9. ALCOHOL & LICENSABLE ACTIVITIES

- Alcohol can be ordered through the online booking portal
- Events involving licensable activities, such as live music and the sale of alcohol, must be arranged via Event Exeter

For further guidance, please visit the PS Connect policy: [Entertainment, Hospitality and Gifts / Finance Services / University of Exeter](#)

10. EQUIPMENT

- All equipment remains the property of Commercial Services
- Charges will apply for missing or damaged items

- Equipment is supplied only in relation to the ordered catering items
- Plates, cups, and glassware can be available for separate hire, subject to approval and operational availability.

11. COLLECTION OF EQUIPMENT

- Equipment will be collected on the same day or by 10:00 the following day, for later finishing bookings (post 17:00)

Organisers must:

- Ensure all items are packed and ready for collection
- Plates, glasses, mugs etc must be packed in the boxes provided; all boxes to be utilised, ensuring the weight of the equipment is evenly distributed
- Rubbish must be disposed of using the appropriate recycling and general waste bins at the location. Where recycling bins are not available, please ensure the refuse is placed into the bags provided.
- Leave items in the same location as delivery **avoiding blocking lifts and accessible entrances.**

12. COLLECTION AND PACK UP CHARGES

Where items are not packed to a suitable standard or are not ready for collection:

- A charge of £35 or 25% of the booking value (whichever is greater) will be applied

All equipment remains the property of Delivered Hospitality and must be returned in good condition.

Charges will apply for missing or damaged items at the replacement cost.

In situations where additional cleaning is required within the room, Facilities Management will implement the following charge:

- £30 for up to the first hour and £30 an hour thereafter

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13. EXTERNAL CATERING SUPPLIERS

- Delivered Hospitality is the University's in-house catering provider
- Use of external suppliers must comply with university policy

For guidance, refer to:

[Entertainment, Hospitality and Gifts / Finance Services / University of Exeter](#)
Further FAQs from PS Connect can be found

here <https://psconnect.exeter.ac.uk/information/knowledge-article/?article=catering-and-hospitality-guidance-and-faqs>

Delivered Hospitality accepts no responsibility for food or items not supplied by the service.

14. COMPLAINTS PROCEDURE

- Any complaints must be reported:
 - At the time of delivery, or
 - Within 48 hours via: freshideas@exeter.ac.uk

Refunds or adjustments cannot be considered after this period.

To provide feedback, please complete our <https://app.onlinesurveys.jisc.ac.uk/s/exeter/hospitalitycatering>

15. FORCE MAJEURE

Delivered Hospitality reserves the right to cancel, delay, or amend services where impacted by circumstances beyond reasonable control, including:

- Severe weather
- Campus closures
- Emergency incidents
- Utility failures
- Industrial action

Where possible, organisers will be notified as soon as practicable.