

## Function delivery service – how to place a catering order and terms and conditions for campus function bookings

### Contact us

- Telephone 0141 330 6177
- Email [catering@glasgow.ac.uk](mailto:catering@glasgow.ac.uk)
- Web form [www.gla.ac.uk/myglasgow/hospitality/functiondeliveryservice/functionbookingform/](http://www.gla.ac.uk/myglasgow/hospitality/functiondeliveryservice/functionbookingform/)

Please include as much of the following information as you can:

1. The date that catering is required
2. Location of catering and, if necessary, access time for delivery
3. Tea and coffee bookings- conference cups or crockery
4. Menu, including any requirement for soft drinks
5. Level of service-

*Drop off (customer to set up and pack up)*

*Set up and leave (customer to pack up)*

*Staff required (charges may apply)*

*Minimum payment of four hours at £16 per hour per member of staff*

6. Project code or full contact details (address, email, telephone number and contact name) of the company or organisation where the invoice will be sent plus a purchase order number if required. **Prices are quoted exclusive of VAT. Accounts not settled by University project code will be subject to VAT at the standard rate.**

### Minimum charge

The minimum charge is *not* a surcharge. The minimum value of any catering order must be at least the charge specified or the difference will be added to the invoice.

### Senate, Carnegie, Melville, Turnbull and Robing Rooms. Wolfson Medical School Building and the Fraser Building

- A minimum charge of £24 per booking

### Gilmorehill and Garscube campuses

- A minimum charge of £32 per booking
- Additional charges may apply for bookings before 8.30am

### All areas

- Saturday- a minimum charge of £200 per booking
- Sunday/Public holiday- a minimum charge of £270 per booking

## Reservations

- Please confirm all catering requests in writing by completing a web form or by email.
- Early booking is recommended to guarantee menu availability. Some menu items require two working days' notice to order. Substitution of menu items may be necessary on occasion.
- All buffet prices are 'per person'.
- Bookings made via web enquiry form are not guaranteed. Catering & Events will contact you as soon as possible if it will not be possible to service your request.
- Confirmation of your booking is sent by email with a 'pdf' attachment of the booking details.
- VAT at the standard rate is applicable on invoices not settled by a University account.

## Amendments

- Please alert us to any changes to bookings as soon as possible, preferably by email.
- Final numbers must be confirmed at least two working days in advance of the event. Substitutions may be made to menu items if changes are made within one working day.

## Cancellations

- Written confirmation is required for all cancellations, preferably by email.
- A cancellation charge may be levied if two working days' notice is not given.

## Minimum charge

- The minimum charge is not a surcharge. The minimum value of any catering order must be at least the charge specified or the difference will be added to the invoice. See page 1 for details.

## Deliveries

- It is the client's responsibility to arrange admittance at the point of delivery and ensure that rooms are accessible.
- **Please repack equipment ready for collection (applicable to 'drop off' and 'set up and leave' bookings).** There is no need to wash plates or glasses but they must be packed back into the boxes provided.
- Catering & Events reserves the right to use 'conference cups', rather than crockery, when access to rooms is restricted. Customers would be invoiced accordingly if this substitution was made.
- The provision of tabling (for the service of catering) is the responsibility of the client.
- The client is responsible for ensuring that all tableware and equipment is kept in a safe place until collection. **A replacement charge will be made to the client for lost or damaged equipment.**
- Bin bags and bags for recyclables are provided. Please tidy any leftover food and rubbish/recyclables away before vacating the room.

## Storage recommendations

- When your food is delivered, please store it carefully away from direct sunlight or heat sources.
- Keep food covered until it is required to ensure freshness.
- Food deteriorates when left out at room temperature. Food safety guidelines recommend consumption within three hours of receipt.
- Catering & Events will not accept liability for illness or deterioration of products if food is consumed after three hours of delivery time.