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

Contact us
- Telephone 0141 330 6177
- Email hospitality@glasgow.ac.uk
- Web form 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

www.glasgow.ac.uk/hospitality
Prices valid for bookings between 1st February 2018 – 31st January 2019. The University reserves the right to change prices should significant market or budgetary fluctuations occur that are beyond its control.
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. Hospitality Services 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.

Drinks

- Soft drinks and alcoholic beverages are supplied on a sale or return basis.
- At events where Hospitality Services staff are not present, it is the client’s responsibility to ensure that any unopened bottles/cartons are kept in a secure place until they are collected.

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.
- Hospitality Services 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.
- Hospitality Services will not accept liability for illness or deterioration of products if food is consumed after three hours of delivery time.