

Koofi Hospitality Terms and Conditions 23

Minimum Order Value

The minimum order is **10 pizzas** for delivery.

Order Processing and Confirmation:

Please provide the relevant finance codes, we are unable to process orders without the correct code.

Order processing takes place during office hours (09:00-15:00, Monday, Tuesday, Thursday, and Friday) and you can expect email confirmation within 3 working days. If confirmation is not received within this timescale, please contact:

hospitality@fxplus.ac.uk

Standard delivery times are from 8am - 5pm

Deliveries outside of these times will be subject to a surcharge to cover additional cost as follows:

- Before 8am £20 per delivery
- After 5pm £20 per delivery

Bookings and final numbers must be received within 3 full working days in advance.

Bookings made less than 3 working days in advance may be accepted at the discretion of the hospitality management team, these orders will incur a late charge of £30.

Weekend delivery requires a minimum of 10 days' notice. We respectfully reserve the right to refuse requests not received within the notice period.

Amendments & Cancellations

For all amendments and cancellations to standard orders please email the Hospitality Team at hospitality@fxplus.ac.uk quoting the booking reference number.

In the event of full or partial cancellation of a standard menu the following charges will apply:

Full or partial cancellation more than 5 working days prior to the event – **No charge**

Full or partial cancellation less than 5 working days prior to the event – **50% charge**

Full or partial cancellation less than 1 working day prior to the event – **100% charge**

Room bookings for Deliveries

Our Hospitality Team will check your order and, when possible, will set out your refreshments discreetly and with minimum disruption to your meeting.

In relation to the rooms booked for your event, it is the responsibility of the customer to supply sufficient information and to check the following:

That the room used is one in which catering is permitted. If this is not the case, the Hospitality Team will adhere to the accepted protocol, and not set up your order.

There is sufficient time at the start and end of the event for both delivery and collection of the order. If the room is not available within the specified delivery/ collection window, your catering will be left unattended outside the room.

The Hospitality Team cannot accept responsibility for any items left unattended, and any missing items will still be charged for.

Food safety

When your food has been delivered, store it carefully away from direct sunlight or heat sources such as radiators or draughts. Ensure that fresh cream products are kept separate from strong flavoured foods. Keep your food covered until required to ensure 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.

We cannot guarantee that our food does not contain traces of nuts or other allergen triggers.

Prices

All prices are exclusive of VAT, with the exception of alcohol.

Hospitality at the Penryn Campus use nominated suppliers and therefore, we cannot accept responsibility for any food items purchased from external suppliers. In accordance with the Food Safety Act, we strongly recommend that customers do not undertake the preparation of food themselves.