

# **Terms and Conditions 22-23**

## **Minimum Order Value**

The minimum order value is **£15.00** per 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](mailto: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
- Weekends £250 minimum spend of total booking

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 £50.

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

## **Collections**

We will endeavour to collect all equipment on the same day or by 08:00 hrs the following day.

Please indicate, when booking, your collection time and ensure you have booked the room to allow sufficient time to collect all items. If we have to return to collect further equipment or the collection is after 17:00 hrs a fee of £20 is charged.

## **Amendments & Cancellations**

For all amendments and cancellations to standard orders please email the Hospitality Team at [hospitality@fxplus.ac.uk](mailto: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**

## **Order details**

There is no sale or return policy for bookings made from the hospitality menu – this includes unopened packaged items and alcohol.

Assisted service is not offered as a standard but may be available by request at a cost of **£13.00** per person per hour. We will endeavour to fulfil the request however this is not always possible due to the level of business. This will be arranged by the event organiser and the hospitality team at: [hospitality@fxplus.ac.uk](mailto:hospitality@fxplus.ac.uk) or **01326 253117**.

Tablecloths do not come as standard, if you require tablecloths, please add this to your order, at an additional cost of **£12.50** per cloth

## **Equipment**

All catering equipment delivered with your hospitality order remains the property of The Hospitality Team. Customers are responsible for the loss or damage of equipment supplied whilst in their care. The Hospitality Team will advise of any missing items on collection, and you will be emailed with a request to return items within 1 working day. If items are not returned, the full replacement cost will be added to the booking contract.

If, after your event, you would like to take away the remainder of your order, please use takeaway boxes. These should be requested when you order.

## Room booking for catering

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
- If, due to confidentiality, you would like the catering to be left outside the room please let us know
- A separate room is booked for the hospitality where large numbers are attending
- Please keep your Event Manager informed on attendees and the profile of the guests

## Deliveries

All buffets are delivered with allergen labels and supplied with the necessary crockery and glassware as standard. Given the access restrictions anticipated on campus over the coming year, we advise that hospitality may be delivered up to 30 minutes before your requested delivery slot, with a 20-minute leeway post-delivery time. Please allow for early deliveries/late collections, when making your room booking. If you are not present at the event, please ensure the guests understand the delivery/collection window.

We will make every effort to deliver the goods at the time agreed with the organiser. We will endeavour to keep the organiser fully informed of any delays out of our control if they should occur.

If you need advice or would like to discuss your requirements in more detail with a member of the Hospitality Team, please contact us: Ext 3117 or at: [hospitality@fxplus.ac.uk](mailto:hospitality@fxplus.ac.uk)

## 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.

## Menu

Whilst every effort is made to produce the exact menu agreed we reserve the right to alter a particular ingredient or item if it is not available and replace it with a suitable alternative. Where possible, every endeavour will be made to inform the client of any changes should they arise. Menus are subject to change according to the availability of products.

## 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.