

2024 Terms & Conditions

Placing orders and deliveries

Ordering Requirements

- A room booking reference number
- A valid PTAE code
- Delivery and collection time

The Project, Task, Award and Expenditure (PTAE) codes must be separated by a hyphen (-) with no spaces in between. The expenditure code for food and drinks is 22151.

For example: XXXXXX-XXX-XXXXXX-22151

Please ensure that you have booked furniture for your catering via the Room Bookings team.

Please note: The ordering system will not allow you to book if you have provided an invalid PTAE code or room booking reference or have not confirmed that you have read and agreed to our terms and conditions.

Meeting Deliveries

Many locations we deliver to are in open spaces, to ensure we are delivering on time we are sometimes slightly earlier to ensure the booking is set up on time. Unless you have booked service your order will be left at your location, please have someone meet the delivery otherwise it will be left unsupervised.

We do not take responsibility for an order once delivery has been made.

Ordering Cut Off Times

3 working days - For all beverage

5 working days - For all food items

7 working days - For formal dining, conferences, and bespoke events.

Please note: After these times it will not be possible to place an order on our booking system. If you have a last-minute request, please contact us to find out what we can offer you.

Locations

For health and safety reasons, we're unable to deliver to some locations. If you can't find your location on the list, please contact us. For all new locations, we require 5 working days to make a location assessment and decision.

Service Limitations

- In some locations there are restrictions in place on red wine consumption in certain spaces for building preservation. You will be notified if this will affect your order.
- A limited menu offer will be in place in some locations where kitchen facilities are not available.

Catering in Lecture theatres

As per UCL Room Booking Policy, we are not allowed to serve catering items in most of lecture theatres in UCL. Please check with Room Bookings team whether there is a possibility to serve catering outside of the Lecture Theatre or in a room nearby.

Catering for External Costumers/Costumer without PTAE code

External Costumers are advised to get in touch with Conference team (conferences@ucl.ac.uk) to book a venue/room for their event. They can place a catering order on your behalf and generate an invoice. If the venue booked with a different internal team, please get in touch with us to find out the payment options.

Additional charges

Loss/Breakage Charge

A fee per item charge will be added to your PTAE code if the catering equipment is lost or broken at the point of our collection. The charge will be related to the cost of the item.

Additional Labour Charge

£30 per hour for each additional staff member required.

Staff are required to work a minimum of 4 hours, therefore, a minimum labour charge of £120 would apply.

Corkage Charge

£2 per bottle of beer,

£8.50 per bottle of wine and

£10 per bottle of sparkling wine

£12 per bottle prosecco

£15 per bottle of Spirit or Champagne

Glassware will be provided.

Cancellation Charge

0% charge on 5 working days or more notice,

50% charge with 4 working days' notice and

100% charge with less than 2 working days' notice.

Please contact us via phone on 0207 679 2153 and via email at UCLHospitality@chandcogroup.com to cancel your order.

Equipment Hire Costs

Included Linen: Black linen for buffet, serviced events and formal dining, standard crockery, glassware, and silverware for all deliveries

Additional Costs Linen: Additional linen or a different type (size/colour) These costs will be agreed with you prior to booking confirmation.

Glass hire – if you would like to hire glasses you will need to email our team at

UCLHospitality@gatherandgather.com. We cannot always guarantee this but will always see if it is something available.

Alcohol Licencing

We are licenced to serve alcohol from

- 10.00hrs until 23.00hrs Monday – Saturday
- 10.00hrs until 22.30hrs on Sundays.

Should you wish to extend the hours of service for your event past this time, additional charges apply, and it can take up to 4 weeks in busy times for a TEN licence to be granted or declined by the council.

Personal License Holder

If you are looking to sell your own alcohol on site you will need to have a Personal License Holder assigned, you can book this through us and they will be on call through your event. The cost is £120 4 hours Monday – Friday, £240 4 hours Saturday and £360 4 hours Sunday or Bank Holidays. There may be an additional fee for a late event or a taxi fee for the PLH to get home.

Van Deliveries

Base KX

There will be a £30 delivery fee per delivery time, along with a minimum spend of £120 before the delivery fee is manually added.

For a full day delegate package, you would also need to pay £120 fee for staff service onsite in addition to the £30 delivery fee per call out.

90 High Holborn

There is a minimum spend of £120 before the delivery fee is manually added.

Queens Square

There is a £30 delivery fee per call out time.

Dietaries

Dietary Requirements

- Please inform us of any special dietary requirements that your guests may have in the notes section, particularly severe allergies.
- Your booking will state the allergen information for each of your menu items. Please refer to this when communicating with your guests. If you have any questions, please contact us.
- Special dietary meals will be delivered clearly marked and separated from the rest of the order to avoid confusion.

Gluten free Policy

To make a Gluten Free claim there must be less than 20 parts per million of gluten present in a dish. As it is not possible to measure this in a catering environment CH&Co do not allow 'Gluten Free' claims. For example, if we are handling wheat flour in a kitchen, we cannot safely remove the risk of cross contamination, there is a risk that gluten will be found in any food made in the kitchen. Therefore, we would only label items cooked in our kitchen as 'non-gluten containing' and can only guarantee Gluten Free if it is sealed and been bought in from a Gluten Free accredited supplier.

If it is a severe allergy and you would like us to look at ordering if a packaged items from a nut free supplier, you can do this through our booking site under the dietaries tab. However, if it is a sensitivity and they are happy to consume items made in house please let us know and we can arrange that for them.

Nut Policy

Due to having nuts in our kitchens, we cannot completely guarantee the total absence of nuts and/or nut derivative traces from any food products served in our catering unit. An accurate allergen matrix will be provided daily for each food service by Kitchen team members for all deliveries. This information will allow the 14 allergens to be listed for each of the menu items, to enable the correct information to be provided for customers. Therefore, you will know what nut it contains if any, otherwise the matrix will state M.C. (may contain) as we do use nuts in our kitchen. If it is a severe allergy and you would like us to look at ordering if a packaged items from a nut free supplier, you can do this through our booking site under the dietaries tab.

Kosher Food

For guests requiring Kosher, please be advised that there is an additional charge for this option and a minimum notice of 5 working days is required.

Meat options

As per the [university's sustainability strategy](#) and commitment to be net zero by 2030, we serve the majority of our events as vegetarian and vegan. However, you can now add meat to your orders at a surplus.

Table service

- All seated formal lunches and dinners service required the host to provide a table /seating plan to hospitality 24hrs before the event takes place, highlighting the positions of those guests with dietary requirements.
- All guests are required to have the same starter, main course, and dessert. We will amend the selected dishes accordingly for guests with special dietary requirements.

Externally sourced food

For reasons of health and safety we are not permitted to serve food brought in from other caterers or homemade food at your event.

Drinks Service Policy

All our staff who work on a serviced bars are instructed to follow the following instructions:

- Do not serve alcohol to anybody who is under 18. If you are in any doubt about their age simply do not sell alcohol to them. If a customer looks under 21 you must ask them for indemnification. The only acceptable forms of identification are, a valid passport or a UK driving license (picture card only).
- Do not sell alcohol to anybody who you suspect is drunk. In addition, you should not sell to anyone whom you believe to be purchasing on behalf of an individual who is drunk or appears to be drunk. If you suspect that someone is drunk, then inform the Manager immediately.
- Do not serve alcohol outside the hours listed on the premises license.