

# TERMS & CONDITIONS

## MAKING A BOOKING AND CONFIRMATION

- Bookings can be made at any time up to 48 hours in advance via our web portal with a correct cost code.
- We require advance notice of two full working days for original bookings and any updates.
- We will always do our best to accommodate bookings made with less than two working days' notice, but this is not always possible if we are running at capacity. Any late bookings will need to carry a minimum order total of £50.00 in order to be considered. If ordering within two days' notice you will be required to complete a late order request form which can be found on our website. Please email the completed form to [freshideas@exeter.ac.uk](mailto:freshideas@exeter.ac.uk) for consideration and confirmation.
- If you wish to have your booking set up by a member of the Fresh Ideas team, there will be a 10% set up charge on the booking. (excludes areas where current charge is in place)
- In order to have the resource focussed on providing lunches, between 11.30am and 2.00pm we cannot accept beverage-only bookings for less than 20 delegates.

## BOOKING DETAILS

- All products may be subject to seasonal variation and availability. You will be advised at the time of booking if this is the case and which alternatives are available.
- When making a booking, please state the start and finish times as accurately as possible. We will endeavour to deliver your booking on or around 15 minutes in advance of your stated booking time.
- Please ensure your catering booking end time reflects the additional time it will take for the booking to be packed up and made available for collection by our team. This avoids situations in which the team arrives to collect bookings that are not ready for collection.
- We will always try to collect bookings on the same day as delivery. If your meeting overruns/is not packed up, this may not be possible and the booking will be collected from 8am the following day if a weekday.
- If you require tablecloths, please ensure these are booked as part of the booking. Linen carries a cost to us and therefore a charge to pass on.

## SERVICE LEVELS

- We will simply deliver the booking on or around 15 minutes of the stated delivery time and then collect any rubbish and the black boxes/wheels following the time you specify on the booking form, later that day.
- Please check that the room you are booking is one in which catering is permitted and that there is adequate space and tables booked to lay out the delivery.
- Please ensure your room booking time coincides with your catering booking time. If the room is not available, your catering will be left unattended outside of the room. We cannot be accountable for any

missing food/drink items at this stage, the full booking will still be charged for:

- Where possible, it is advisable to book a separate room for lunch deliveries to minimise disruption to your meeting.
- Some rooms on campus are not accessible for deliveries (i.e. no lift). If you have booked an inaccessible room, Fresh Ideas will try to advise you of this before delivery.
- Certain rooms are only safely accessible with bookings by lift. If the lift becomes inoperative, we will deliver your booking to the closest and most suitable area. Please see the [delivery restrictions guide](#) for further information.

## PACKING UP OF CATERING

- Once you have finished with your booking, please pack it up and leave outside the room for collection.
- The end time for meetings is often difficult to predict. As such, if we are to keep the service cost effective to you, we rely on our University colleagues to pack up the booking.
- If the booking is not packed away, there is an impact on your colleagues using the meeting room after you. Often we may be called as an emergency to tidy up. If we need to pack up the booking, you will incur a charge of 25% of your booking or £25 – whichever is greater.
- If the person who places the order is not present at the event, please ensure that somebody from the attending group is aware that all items need to be packed up.
- Should you need the event packed away, staff will need to be booked exclusively for you. This can be achieved via Event Exeter for a totally managed solution.

## NORTHCOTE HOUSE BOOKINGS

- John Usher, Ted Wragg and the Executive Suite are serviced by a full time employee. These bookings will all automatically have a 5% surcharge applied to contribute to this service level. Please book as 'click and drop'.

## FRESH IDEAS EQUIPMENT

- All catering equipment delivered with your booking is counted prior to delivery and remains the property of the University as Fresh Ideas. Should any not be returned, a surcharge will be liable.
- Any missing platters will be charged to your booking at £15.00 per platter.
- Hiring equipment from Fresh Ideas is possible, subject to availability and a hire charge.

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## MINIMUM NUMBERS AND DELIVERY CHARGES

- The minimum order value is £25 per delivery for deliveries on the Streatham and St. Luke's Campuses.
- The minimum order value is £50 for deliveries off campus to RILD and Wonford Medical School (Hospital).
- These minimum order values apply to Streatham and St Luke's Campus's for deliveries Monday to Friday 8.00am to 5.00pm where we require 2 working days notice for ordering purposes.
- Deliveries out of these times require 5 working days notice and will be subject to a surcharge to cover additional costs as follows:
  - Weekdays before 8am or after 6pm – £50.00
  - Weekends – either 25% of total booking, or £50.00 (whichever of these two amounts is greater)
- Please note, we may not be able to provide bookings without the required notice period.

## ALCOHOL

- Please note it is illegal to promote the sale of alcohol to those under the legal age and Fresh Ideas maintain the right to refuse such bookings as may affect or endanger the reputation of the University.

## AMENDMENTS AND CANCELLATIONS

- For minor, last-minute amendments (e.g. room/time change or a change in numbers) please email [freshideas@exeter.ac.uk](mailto:freshideas@exeter.ac.uk) quoting the reference number. Cancellations should be made online.
- In the event of a full or partial cancellation of a confirmed booking, the following cancellation charges will apply:
  - More than two working days prior to event – no charge
  - Less than two working days prior to the event – 50% of expected income based on numbers
  - Less than one working days' notice – the full cost will be incurred.

## FOOD SAFETY

- Please note, once your booking has been delivered, it is technically food safe for a maximum of 1.5 hours, outside of refrigeration. Whilst we prefer any 'leftovers' be available for consumption by your colleagues, please give due consideration to the safety of the food past this time window. We cannot accept any liability for any injury caused by consumption of food after this 1.5 hour period.
- We will always attempt to place your delivery away from direct sunlight or heat sources, such as radiators and draughts, where possible.

- We recommend your food remains covered until required.
- Fresh Ideas cannot be responsible for and injury arising from the consumption of homemade food or items not purchased within the Fresh Idea menu range.

## AVAILABILITY AND PRICING

- Menus items are subject to change according to availability. At times, some items may be substituted with others in line with special dietary requirement and cost.
- All prices are exclusive of V.A.T with the exception of alcohol.

## EXTERNAL CATERING SUPPLIERS

- Fresh Ideas is a part of Campus Services provided for you by the University. As such utilising the service allows all funds to remain within the University rather than leaving as profit or V.A.T to external suppliers.
- From a food, equipment and health and safety perspective, we are compliant to University standards where external suppliers may not be. You would employ an external supplier at your own risk.
- To advise or assist you in keeping the University reputationally secure, please contact Max - [M.J.O.Droudge@exeter.ac.uk](mailto:M.J.O.Droudge@exeter.ac.uk) if you are considering the use of an external supplier. Ideally external companies should not be used, unless documentation can be provided of suitable food safety and insurance standards being met.
- Fresh Ideas cannot accept any responsibility for additional items consumed, that are not purchased through our service.

## COMPLAINTS PROCEDURE

- Should there be a concern with our products or services, please complete [our feedback form](#) or contact [freshideas@exeter.ac.uk](mailto:freshideas@exeter.ac.uk) within 48 hours of your booking to allow us to investigate and provide a timely response.

## SLA (SERVICE LEVEL AGREEMENT)

- For further information regarding the Fresh Ideas service, please ensure that in addition to our Terms and Conditions, you also read our service level agreement.