

## Terms and conditions

### 10% discount, the following conditions apply:

- Bookings must be received 10 full working days before the event, not including the day of booking or the day of the event.
- Only **one** change is permitted to keep your early booking discount, which must be received no less than 3 days before the event.
  - A 'change' includes a change to the date, time, quantity, content or location of food and deliveries.
  - Items can be added to your initial booking but these will not be eligible for the discount if added within 10 working days of your event.
    - Addition can be used as 'one change' to the booking details
  - If subsequent changes are made, the discount will be lost on the entire booking.
- Discounts cannot be used in conjunction with any other discount or offer.

### VAT saving, the following conditions apply:

- VAT will only be discounted when a university department pays for the service through a UBase purchase order number.
- Departments paying by any other means will be subject to VAT being added to the final invoice at the prevailing rate.
- External clients will be charged VAT at the prevailing rate.

### Cancellation Policy:

If you wish to cancel your booking you must notify us verbally as soon as possible and confirm by email. Cancellation terms differ depending on the booking type:

Buffets for over 50 people – 5 working days notice required  
Buffets for 50 people or less – 3 working days notice required  
Sandwiches – 48 hours required  
Tea and Coffee – 12 hours notice required

Where cancellation times are not met we reserve the right to charge up to 50% of the total booking value. For cancellations made on the day we reserve the right to charge the full amount.

- Where bookings are made with less than 1 weeks notice it may be necessary to substitute menu items.

### Minimum number – tea and coffee

The minimum order for tea and coffee is 15 persons, however when accompanying a food delivery we will be happy to cater for a reduced minimum number of 10 persons. The food delivery (excluding tea and coffee) must be valued at £15 or more to qualify for this offer.

### Northern General Hospital Deliveries

Due to the location of the Northern General Hospital, it is necessary that minimum numbers are 50 people, or a delivery charge may be levied. Please call to discuss your specific requirements.