

Deli Direct Terms and Conditions

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2	12/07/2022	Arnolfini delivery options	Adam Rogers	Jayne Seymour	Jayne Seymour	When any significant changes occur
3	12/07/2022	Water cooler charges	Adam Rogers	Jayne Seymour	Jayne Seymour	When any significant changes occur
4	21/10/2022	Update to charges + working day's notice	Adam Rogers	Jayne Seymour	Jayne Seymour	When any significant changes occur
5	15/11/2023	Arnolfini Charges	Adam Rogers	Jayne Seymour	Jayne Seymour	When any significant changes occur

Terms and Conditions

- Food provided by UWE Bristol Hospitality Services, under the Food Safety Act, MUST be consumed within two hours of delivery.
- Select buffets/food/drinks bookings can be made up to 10:00 the day before the requested delivery date via the website. For same day deliveries an emailed request must be sent to cateringservices@uwe.ac.uk at the earliest opportunity.
- All buffets that require a certain notice period will be highlighted on the Deli Direct menu and when placing an order online. Any bookings placed beyond this time-frame will be subject to a late booking surcharge of £30.00 and will be subject to availability.
- For deliveries to the Arnolfini, delivery charge of £16.00 per delivery and £16.00 for final collection of catering items.
- When choosing your catering for the Arnolfini, only beverages and chilled items are available no hot food options.
- There will be a minimum spend of £10.00 per delivery including vouchers and hospitality.
- Bookings (including voucher requests) received after 10:00 for next working day delivery will incur a late booking surcharge of £30.00.
- Any additions to catering made with less than 3 working days' notice will incur a late booking surcharge of £30.00. This will include repeat changes to catering with less than 3 working days also.
- Water coolers are subject to an ongoing monthly, if required for longer than one month. Charges will be applied monthly until cancelled by the requester stating the water cooler is no longer required.
- Late bookings will be subject to a limited choice of buffets and foods that can be provided. We will make every effort to accommodate your request, but reserve the right to amend the booking to food available at short notice.
- Cancellations must be made in writing via email to cateringservices@uwe.ac.uk. Cancellations or reductions in numbers made after 3 working days' the day prior to delivery will be charged in full.
- Our aim is to deliver catering containing drinks only, 15 minutes before the event start time. Deliveries containing food will usually be delivered 30 minutes before the event start time. There may be occasions during busy periods where the delivery may be made slightly outside of these times.
- Our guarantee is that our equipment will hold drinks at the optimum temperature for up to two hours. Drinks consumed after this time will be past their best.
- If you require delivery at a specific time to avoid interruption of an important meeting, for example interviews, please identify this at the time of booking to avoid any unnecessary interruptions.

- If you require catering to be cleared at a specific time, for instance, if a room is in use after your booking, please state when ordering. We will endeavor to meet the stated time where possible.
- Standard delivery times for delivered catering are Monday to Friday, 08:00–17:00. There is an additional charge for catering provided outside of the normal working hours.
- Bookings that require clearing/collecting outside of standard working hours will be subject to the out of hour's charges.
- Catering can be delivered outside of these times; however, a charge will be applied.

The charges are stated below:

- Week day – £150.00
- Saturday – £175.00
- Sunday – £275.00
- Staffing surcharge – £35.00p/h per member of staff
- Late booking surcharge – £30.00
- Delivered catering that consists of drinks only may be left overnight with prior agreement from UWE Bristol Hospitality Services, provided that the room is not in use after the event or before 09:00 the next day.
- Under the Food Safety Act, delivered catering that includes food cannot be left in a room overnight. It must be cleared two hours after delivery.
- Any catering equipment that is not returned with the collection, will be subject to a charge. This charge will be made against the cost code provided at the time of booking. Please leave all items in the room you are using. Any breakages will also incur a charge.
- The provision of tabling (for the service of catering) is the responsibility of the host. The host is responsible for ensuring that all tableware and equipment is kept in a safe place until collection.
- For vouchers terms and conditions, please refer to vouchers section in the menu.

- The below delivery notice schedule will assist you when placing an order online, know when to order by, in order to meet your delivery day. Weekends may vary.
- Working Days' Notice defined as Monday to Friday.

Delivery Notice Schedule

3 Working Days' Notice Schedule	
Order (by 10am)	Delivery Day
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

5 Working Days' Notice Schedule	
Order (by 10am)	Delivery Day
Monday	Following Monday
Tuesday	Following Tuesday
Wednesday	Following Wednesday
Thursday	Following Thursday
Friday	Following Friday

7 Working Days' Notice Schedule	
Order (by 10am)	Delivery Day
Monday	Following Wednesday
Tuesday	Following Thursday
Wednesday	Following Friday
Thursday	(11 days later, Monday)
Friday	(10 days later, Monday)