

Delivered Catering Covid- 19 Secure Guidelines

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Temporary Reduced Menu

Unfortunately, we can no longer supply buffet style catering and sharing platters. In its place, we have developed a range of individual boxed and bagged lunch offers in line with H&S guidelines. Self-serve tea and coffee service will resume, with the use of disposable cups and hand sanitizing products.

This temporary reduced menu is under frequent review. We aim to reinstate more options when deemed safe and appropriate.

All bespoke requests will be considered, however during this time they will be subject to stricter assessment. Please email your inquiry to cateringservices@uwe.ac.uk

Order Number Restrictions

A smaller capacity has been enforced across campus and in all meeting rooms. Please be aware of your room capacity and that it safely reflects your guest attendance.

In order to deliver, hospitality staff will require access during your meeting or event. Please be mindful of social distance and stay seated till staff have completed their task.

If staff feel unsafe entering the room, this may result in your booking being left outside on a trolley for you to retrieve.

To assist with these new regulations the catering team may question a request that exceeds the capacity stated for that room.

Room Set Up

We aim to implement a safe service for customers and recommend guests take single turns accessing catering tables and that they stay seated until we have completed set up.

Our catering tables will look different and will require more space to display items. Logistics will supply 2 tables to your room and remove at the end of the booking. (This will be automatically booked at time of ordering)

New Packaging

The use of disposable, individual packaging is a H&S requirement that will enable our service to resume. Where possible, in line with our sustainability policy we have selected products for their recyclable or bio degradable credentials for disposal within university waste streams.

We kindly ask that customers dispose of their items within the correct bins. This limits contamination contact for our team. If a recycle station is not accessible, please stack upon the table it was served, ready for collection.

Box, tag, napkin – recycle – Paper bin

Empty cups and lids, plastic window boxes – bio degradable - Vegwear bin or General waste

Plastic wrappers, crisp packet, food, wooden stirrer - General waste

Additional Covid Secure Measures

Each booking is provided with a table top, hand sanitiser and box of antibacterial wipes. These must remain on the service table for use with tea and coffee facilities. Please note these extra provisions are covered within costs, however they must be returned to avoid the replacement fee of £15.

It is advised that customer use the provided hygiene products in between use of tea and coffee stations and food handling.

Additional signage will be supplied, however in the event it is missing from your booking, we appreciate your cooperation in ensuring your guests are made aware of these policies.

Delivery & Collection

For Hospitality to safely service the request, our staff may need to access the room when your meeting or event takes place. Please be mindful of social distance and stay seated till staff have completed their task.

Access routes and movement around campus have changed, while we endeavor to keep delivery and collection time slots we thank you for your patience as our catering teams navigate new process and adjust to new ways of working.

Deli Direct booking terms & conditions remain unchanged. Please review them [here](#).