

Delivered Internal Catering - Terms & Conditions

August 2024

Ordering

- **Online orders:** Available for catering from 9am to 5pm, Monday to Friday (excluding Bank Holidays).
- **Contact for special orders:** For orders outside these hours or from the Internal Conference and Events Menu, contact the relevant Catering Manager:
 - **Greenwich:** thegalleycafe@gre.ac.uk
 - **Stockwell Street:** stockwellstreetcafe@gre.ac.uk
 - **Medway:** pilkingtoncafe@gre.ac.uk
 - **Avery Hill:** Hospitality.AveryHillCampus.UK@sodexo.com
- **Notice period:** Orders for up to 200 people require two full working days' notice. Larger orders or those within the notice period need to be requested via the Catering Manager.
- **Minimum order:** 6 people. Prices are per person unless stated otherwise.
- **Substitutions:** May occur if items are unavailable.

Vouchers

- **Contact Catering Manager:** Before booking vouchers for large groups.
- **Details required:** Vouchers must display value, budget code, date, department name, contact number and event title.
- **Budget approval:** Ensure budget approval before booking.

Cancellations and Amendments

- **Online changes:** Can be made up to two full working days before delivery.
- **Contact for late changes:** Contact Catering Manager with booking reference number. Charges may apply.

Delivery Service

- **Customer responsibilities:** Ensure rooms are booked, catering is permitted, no delivery restrictions, tables are provided, and food is consumed within 2 hours of delivery.
- **Delivery charges:** Separate charges apply for certain buildings:-
 - Bounty House, Stockwell Street, Daniel Defoe, Hamilton House, Cooper Powerhouse: £14.96
 - Bathway: £44.88

Delivery Service

- **Standard service:** Internal hospitality ordered online is self-service.
- **Enhanced service:** Can be requested from the Internal Conference and Events Menu by contacting the Catering Manager.

Missing or Damaged Equipment

- **Charges:** Apply for damaged or missing items.

Charging

- **Budget codes:** Are required for all orders. Incorrect codes must be addressed by the person ordering and the Finance Office.
- **Surcharge:** 10% to cover university overheads. Delivery charges apply for specific buildings.

Contact Details

- **Catering Managers:**
 - **Greenwich:** Ext 7684/9202 / thegalleycafe@gre.ac.uk
 - **Medway:** Ext 3896 / pilkingtoncafe@gre.ac.uk
 - **Avery Hill:** Ext 8015/9568 / Hospitality.AveryHillCampus.UK@sodexo.com
 - **Stockwell Street:** Ext 8008/8274 / stockwellstreetcafe@gre.ac.uk