

WithUS

Delivered Catering

Terms and conditions for delivered catering bookings

We aim to keep our prices low and service levels high. You can help us to do this by booking the catering for your event with as much notice as possible. This ensures we have sufficient time to order products and ensure staffing levels are utilised.

Standard Operating Hours

Our standard operating hours are Monday to Thursday, between 8am and 6pm, Friday between 8am and 5pm (excluding bank holidays), and Saturday 9am and 4pm.

Bookings should be made at least 3 working days in advance of your meeting or event. Catering bookings for evenings and weekends require 10 working days notice and may incur additional service charges.

Amendments and cancellations can be made up to 3 working days before your meeting or event is due to take place.

If you wish to place an order outside of these times, please contact the team to discuss your requirements.

Prices

All prices quoted are exclusive of VAT. If your event/service is internal (i.e. charged to a University account), then VAT will not be added. If your event is external, or requires an external invoice, then VAT will be added at the current rate.

Northern General Hospital

Due to the location of the Northern General Hospital a delivery charge will be levied. Please call a member of the team to discuss your specific requirements.

Internal Orders and Payments

For all University Departments we require a cost centre/wbs account code at the time of the booking. After the delivery has taken place the confirmed order value will be charged to the code provided.

All orders charged to a University account must be placed in accordance with University Regulations relating to Entertaining and Hospitality. These are included in Section 6 of SIA 2 Travel and Business Expenses: <https://staff.sheffield.ac.uk/finance/financial-regulations#supplementary>

After entering the University account code and pressing confirm, an email is sent to both the person making the booking and also to the person responsible for the account code. It is the responsibility of the internal customer to ensure compliance with the above University Regulations.

External Orders and Payments

For all external orders (unless otherwise agreed) payment is required at the time of booking. Cancellation charges are included in the Charges section of this document. For deliveries which are located outside our main campus, there may be additional charges payable. Please ask for further details.

Charges (including minimum numbers and cancellations)

All equipment provided is property of WithUS and anything missing, stolen or damaged will be charged at the replacement rate. This includes flasks, cups, crockery and serving equipment.

Requests for additional hot water flasks will incur a charge to cover delivery, cleaning and staffing costs. The cost will depend on the size of the booking and number of flasks required.

There is a minimum order charge of £26 per delivery. A booking which comes to the value of less than £26 will incur a small delivery charge. For example, a booking which comes to the value of £16 will incur a £10 delivery charge, bringing up the total charge for the booking to £26.

We encourage you to think of the environment and limit the number of deliveries we make on a daily basis. If we need to make additional small deliveries, then a small charge will be passed on to account for this. We plan our journeys in advance to save on fuel and be kind to the environment, so please consider this when placing a late order.

The minimum order for refreshments and finger buffets is 10 people.

If you wish to cancel your booking you must notify us verbally as soon as possible and also confirm in writing by email.

Cancellation terms differ depending on the booking type:

Sandwich selections/sandwich lunches/finger buffets/nibbles

Cancellations with less than 3 full working days' notice – 55% charge.

Cancellations with less than 2 full working days' notice – 75% charge.

Cancellations on the day – full 100% charge.

Day of booking	Day can cancel (before 4:00pm)
Monday	Previous Wednesday
Tuesday	Previous Thursday
Wednesday	Previous Friday
Thursday	Monday of same week
Friday	Tuesday of same week

Tea and coffee

On disposables minimum of 12 hours' notice required otherwise 100% charge.

On crockery minimum of 24 hours' notice required otherwise 100% charge.

Part cancellations

Charges for cancelling parts of bookings will be discussed on an individual basis.

* Where cancellation times are not met we reserve the right to charge up to 100% of the total booking value. For cancellations made on the day of the booking we reserve the right to charge the full amount *

Final numbers

We require an update on your final numbers at least 7 working days before the event. After this time, we can change your numbers by small numbers. Please be aware that there may be additional charges if numbers are reduced and these will be discussed on an individual basis.

Late notice bookings

If a booking is made the day before the event or on the day of the event, then this may incur an additional charge. This is so we can ensure we offer you the best quality products and service. If you require a food order at short notice, please call the team to discuss your requirements.

We do have some specific items available for these late bookings. All we ask is that you are flexible on your requirements so we can ensure we can accommodate as close to your needs as possible. For large orders over 50 people this will be discussed on an individual basis.

Service Standards

All ready to go bookings will be delivered and set up by a driver. Please ensure there is a table available for us to use. All Up Tempo bookings will be delivered by a driver and set up by a member of the service team. Our service team will also call back to clear away once your meeting or event has finished. If you require a waiter at your event, please contact the team who will advise of the charges.

Rooms

It is the responsibility of the person making the booking to check the room being used is one in which catering is allowed. Catering would not normally be permitted inside lecture theatres and computer rooms. Please contact room bookings for further information.

Please ensure that there is suitable access for our team. If a lift or staircase is required, then please order appropriately. Where lift access is required and out of access, we may need to provide disposables instead of crockery.

Delivery

The time shown on your booking is the time you require the catering to be delivered. We would advise ordering catering 15 minutes before they are required to give our team time to set up your order. We strive to meet the order times stated but at times there are circumstances which may cause us to run late, please ensure that the organiser has our details in case you need to get in touch.

Collection times

By informing us of your start and end times we can schedule in the collection of any dirty and unused items.

Any hot buffet items will be collected 1 and half hours after service, and all cold items will be collected 3 hours after service. Where deliveries are made at the end of the working day, items will be collected by 9am the following day.

We will collect all items from the point where delivery was made. If items have been moved elsewhere it is the responsibility of the organiser to ensure they are returned to the delivery point in time for the collection by our driver.

If the meeting or event is on-going when we call to collect or set up, our team will be as discreet as possible. If you prefer our team to leave items outside the room, please mention this at the time of booking.

Numbers

We require a notification of numbers at the time of booking, please confirm this 7 days before your meeting or event. We will endeavour to accommodate any increases in numbers after this but cannot guarantee product availability. If numbers fall below the final numbers given, there may be a cancellation charge.

Special Diets

All catering items are shown with allergen information and for standard bookings we will cater for meat, fish and vegetarian options. If you would like to specify any dietary requirements, then please mention this at the time of booking.

Nut allergies

All our food items are prepared in an environment where other foods such as nuts, may be present. If you have a specific request, please contact the team.