

WithUS

Delivered Catering

Terms and Conditions for Delivered Catering

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 Friday, between 8am and 6pm, (excluding bank holidays), and Saturday 9am and 4pm.

We request as much notice as possible when ordering catering and online bookings can be made up to 6 months in advance. As a minimum, bookings should be made a week in advance of your event. Catering bookings for evenings and weekends require 2 weeks' 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. Please see our cancellation policy for further information.

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.

External Venues

We can provide deliveries external to the University of Sheffield campus. This is subject to availability and may incur additional charges due to the distance.

Please contact the team to discuss your specific requirements.

Internal Orders and Payments

For all University Departments we require a cost centre or PO number 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 external orders placed via the online system card details are required at the time of booking. Bookings placed via email will be invoiced via email once the event has taken place. Please note VAT will be added to external bookings.

Charges and Minimum Numbers

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.

There is a minimum order charge of £34.50 per delivery. A booking which comes to the value of less than £34.50 will incur a small delivery charge. For example, a booking which comes to the value of £14.50 will incur a £10 delivery charge, bringing up the total charge for the booking to £34.50.

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.

Cancellations

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:

Food

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

Refreshments

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 Details – Including Numbers and Dietary Requirements

We require an update on your final details at least 7 working days before the event. After this time, you can modify your booking up to 3 working days before the event. Please be aware after this point any reduction in numbers will incur cancellation charges.

Late notice bookings

If you require a booking at short notice, please call the team to discuss your requirements. We cannot guarantee bookings with less than 3 working days' notice but will try to accommodate these based on business levels.

Service Standards

All bookings served with disposables will be delivered and set up by a driver. Please ensure there is a table available for us to use. We will provide waste bags where needed and it is the responsibility of attendees to clear any waste.

All bookings served with crockery 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 member of staff 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, computer rooms and seminar rooms at The Wave. Please contact room bookings for further information.

When booking a space for catering please ensure that there are suitable tables. Requests for this may need to be made with the building porters or via Planon.

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.

In order to comply with food hygiene legislation cold food should be destroyed 3 hours after the scheduled delivery time and hot food 1.5 hours after the scheduled delivery time. It may be unsafe to eat after this time.

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.

Special Diets

All catering items delivered are shown with allergen information and for standard bookings we will cater for meat, fish and vegetarian options. If you need to request any dietary requirements please inform the team 7 days in advance of your booking.

Food Allergies and Intolerances

All our food items are prepared in an environment where any of 14 declared allergens may be present. If you have a specific request, please contact the team.