



# HOSPITALITY TERMS & CONDITIONS

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# ORDER PROCESS

## How to Order:

Place hospitality orders by contacting our team directly via the contact details below.

### **HospitalityOnCampus Admin Team**

**Email:** [hospitality@manchester.ac.uk](mailto:hospitality@manchester.ac.uk)

**Tel:** 0161 275 6301

Our admin team will put an order summary together for you and send this back detailing your booking.

**Please check that all aspects of your booking are correct, including date, time, number of guests, order quantities and any dietary requirements, together with any setup or delivery notes our team may need.**

**PLEASE NOTE** – it is the customers responsibility to check and ensure that all hospitality details have been captured on the booking sheet and politely ask this is reviewed when sent across.

To confirm your booking, we will require your internal account code, purchase order or payment in advance. Please refer to payment options below for further details.

We ask when booking you give as much notice as possible. Please provide at least 5 working days' notice of any order.

We understand that occasionally bookings need to be made at the last minute and the team will endeavour to provide hospitality for you, however it may affect the items you are able to order.

### ***Booking on behalf of an external provider/sponsor/partner***

If a university department is booking hospitality on behalf of an external company (who will later be invoiced the charges), it is the responsibility of the UoM contact to ensure that the external company/individual is setup on the University finance system to allow an invoice to be raised.

If they are not setup, then this must be arranged with finance, or an internal account code should be provided to confirm the hospitality booking. Your school finance team will be able to support recharging the external company if required after the event.

## Order Responsibly – Think Food Waste

Please try and order responsibly when placing your hospitality orders – think about potential food waste from your order.

Our team is passionate about reducing food waste, and ask you to consider the following when placing your hospitality order:

- Order 10% less than the numbers you expect for your meeting or event.
- If your numbers change, even on the day, let us know as soon as possible and we'll try and redirect/repurpose the food to prevent waste (although costs will still be applicable).
- Please share any remaining food with colleagues using the take-away boxes provided (**please don't take any equipment away from your meeting room**).

All our areas use food recycling bins for any food waste, and where possible, the team will donate excess food to the university community fridge, or homeless shelters as appropriate.

## KeepItOnCampus

In accordance with the directive from the University's Finance Sub-committee, HospitalityOnCampus should be used for all campus catering for meetings and events. All staff with budgetary accountabilities have a responsibility to ensure that University funds are spent wisely and kept on campus.

Please ensure that all bookings for catering, events and meetings are kept on campus.

HospitalityOnCampus are the only caterers permitted to deliver to central teaching and meeting rooms (where catering is allowed), Whitworth Hall, Whitworth Corridor, the Council Chamber, and all bookable foyers across campus.

## Feedback – We want to hear from you...

We always want to hear how we've done and actively encourage you to feedback to us about the service you've received and the quality of the food and beverages served.

This can be as simple as dropping us an email to [feedback.hospitality@manchester.ac.uk](mailto:feedback.hospitality@manchester.ac.uk) after your meeting or event to let us know what you thought, or by using the QR code on the card next to your refreshments to complete one of our simple online questionnaires.

We are always striving to improve what we do and your feedback will help to inform changes and improves across all that we do.

# BOOKING TERMS & CONDITIONS



## Method of Payment

For orders being paid via the University, we require your internal account code or project code and task code which hospitality is to be charged to in order to confirm that booking. Hospitality will be charged after your booking has taken place.

For bookings being invoiced after the event, we must have a valid purchase order (if applicable) on all hospitality bookings in advance of the booking taking place.

**In all circumstances, we have the right to refuse hospitality if a valid method of payment hasn't been provided and verified with our team.**

## VAT

All prices quoted exclude VAT.

VAT at the current rate will be added to invoices for all customers other than internal departments of The University of Manchester.

## University Charge Codes (Account Codes)

For University bookings, costs from the booking will be journaled against the cost code provided at the time of confirming the hospitality order.

**Costs can only be charged against one account/project code and cannot be split across several codes.**

Our admin team trust that the appropriate account code is correctly provided for each hospitality order and that the budget holder is aware of the costs associated with the booking.

Our team accept no responsibility for charges when the wrong code might have been provided.

For project codes, please ensure the task code is provided at the time of placing your order otherwise the code is not valid.

## Minimum Numbers

There are no delivery or setup charges on most orders; however, we do ask that the minimum order is for £30 within the core hours of 8am – 5pm, Monday to Friday.

Some menu choices do have minimum order quantities which our team will advise at the time of ordering – this is primarily to support food waste.

For bespoke requests or meetings/refreshments outside our core hours, please discuss directly with our team who will put a quote together for you.

## Final Numbers (Order Confirmation)

Final numbers **must** be confirmed no later than five working days before the event takes place.

At the time of confirming final numbers, all dietary requirements and special requests should also be confirmed.

For weekend requests, we require at least 7 working days notice.

A reduction in numbers after the above time frame will be charged in full

## Cancellations

Cancellations **must** be confirmed by email.

For orders cancelled after final numbers and details have been confirmed by the team, hospitality will be charged in full for all items based on the terms below.

Cancellation period and costs are as follows...

- Over 5 days' notice, no charge will be incurred.
- Less than 5 days' notice, food costs will apply
- Less than 3 days' notice, order will be charged in full.

Note – for bespoke events, please discuss with the team as bespoke items may have been purchased for you.

Our team cannot accept any liability for wrong orders being given on the wrong date, time, number of guests etc.. We will endeavour to support repurposing the food to prevent waste, and assist in rearranging but costs may will be applicable.

## Last Minute Changes

We understand that meeting arrangements can change and where we can, we will endeavour to assist and try to accommodate. We do ask however that we are notified of any changes as soon as possible.

If you need to amend any details, please either email or ring the team directly. If the change occurs after your order was confirmed, please call us directly to discuss with our team who will advise if we are able to assist you.

Please quote your booking reference number during any correspondence with the team. A revised booking confirmation will be sent across to reflect any changes made.

**PLEASE NOTE** – Any change to delivery locations on the day, may result in the team not being able to deliver at the agreed time depending on resources and other bookings taking place.

## Delivery & Catering Locations

Please ensure that hospitality is allowed in the area/room you've booked and that House Services are informed if tables are needed. Not all meeting rooms on campus permit catering and this should be checked prior to confirming a booking with us.

**It is the customer's responsibility to ensure hospitality is allowed in the space you are using, or to find a suitable alternative if catering isn't permitted in the area you have booked.**

All bookings come with cutlery, crockery, glassware and accompaniments where required for the items you have booked with us. Our team does not provide equipment for orders placed with other providers.

All crockery, equipment and supplies (such as tea boxes, food platters, etc.) **should not be removed from the meeting room** and should be available to the team when they come and collect. Charges will be applicable for any missing equipment.

## Special Diets

Our team is committed to meeting the needs of guests who have special dietary requirements (such as a food allergy, intolerance or other medically restricted diets) and recognise that many of our guests may also adhere to a vegetarian or vegan diet.

Our admin team are able to safely and reasonably guide event planners in the booking process and assist with appropriate menu selections which can accommodate their guests' requirements.

In most instances, food allergies and intolerance can be managed independently at events, however please note:

- With advance notice, we can generally accommodate guests who must avoid the most common 14 food allergens.
- **If you have known dietaries in your group (such as vegetarian and vegan), you should order accordingly using our hospitality menus.**
- We may be unable to accommodate a guest's individual dietary preferences during an event or meeting that hasn't previously been notified to us.

We accept no responsibility for incorrect information which may be passed on to our admin team, or any dietary information about guests that may have been forgotten. We ask that all information on guest's needs be accurate at the time of booking. Our team will detail your dietary requirements on your booking form for you to check over.

## Collection & Contact on the Day

Please kindly notify us when your meeting has finished so that we can arrange for everything to be collected.

If you need assistance during your meeting, please don't hesitate to contact us.

This can be done by contacting each area directly at:

### Hospitality Delivered Services Team

**Tel (Oxford Road):** 0161 306 2742 (ext. 62742)

**Tel (Engineering):** 0161 306 2742 (ext. 62742)

## Missing or Lost Items

Any equipment or supplies which are not returned or cannot be accounted for at the end of the meeting/event will be charged for in full.

We also kindly ask that buffet platters or any crockery/equipment is not taken back to offices or shared kitchen areas. Should this happen, it is the responsibility of the group to return these to the hospitality team otherwise these will be charged as missing or lost.

Any items that are returned after charges have been applied will be refunded.



## Food Waste & Sustainability

Please try and order responsibly when placing your hospitality orders – think about potential food waste from your order.

Our team is passionate about reducing food waste, and ask you to consider the following when placing your hospitality order:

- Order 10% less than the numbers you expect for your meeting or event.
- If your numbers change, even on the day, let us know as soon as possible and we'll try and redirect/repurpose the food (although costs will still be applicable).
- Please share any remaining food with colleagues using the take-away boxes provided (please don't take any platters away from your meeting room).

All our areas use food recycling bins for any food waste, and where possible, the team will donate excess food to the university community fridge, or homeless shelters as appropriate.

## Circumstances Beyond Our Control

Our team will do everything which we reasonably can do to ensure that no circumstances occur which will prevent the provision of hospitality for your meeting or event.

If we are unable to provide hospitality due to circumstances beyond our reasonable control (including things like acts of God (flood, earthquake, tornado, fire, etc.) war, accidents, reductions in or failure of power supplies, threats or acts of terrorism or similar acts, disease, pandemic, epidemic, World Health Organisation travel advisory, civil disorder, curtailment of transportation, or any other events not caused by our negligence, then we will:

- Inform the customer as soon as possible and notify the likely duration and effect;
- Take all reasonable steps to offer the customer an alternative where possible.