

John Anderson Campus

Order Process

How to order

Get in touch with your booking requirements either by:

Calling – **0141 548 3503**

Emailing - cateringbookings@strath.ac.uk

Once your order has been confirmed you will be sent a copy of the booking confirmation, please check that all the information on here is correct.

Customers will then be asked to raise a purchase order number and an invoice will be issued.

We do ask that when booking you give us as much notice as possible, preferably five working days, but we understand that occasionally bookings need to be made at the last minute. We will endeavour to deliver at short notice but this may affect the items you are able to order.

Changes to your booking

If you need to amend an order prior to your event please contact us on 0141 548 3503 or email catering.bookings@strath.ac.uk quoting your booking reference number to let us know. Your booking will be amended where possible to reflect the changes and you will be sent a revised booking confirmation.

Cancellations

Cancellations must be confirmed by e-mail and charges for food bookings are as follows:

More than 72 hours – **No Charge**

Between 24 & 72 hours – **50% Charge**

Less than 24 hours – **100% Charge**

Cancellation charges to tea and coffee bookings won't be applied providing a minimum of 2 hours notice is given.

Final Numbers

We ask customers to confirm final numbers two working days before the event. However, we understand that things can change and will try to accommodate where possible. Reductions in final numbers may incur a charge.

Special Dietary Requirements

We can cater for most dietary requirements, just let us know what they are at the time of booking and our team will go through the alternatives available.

Delivery on Campus

Please book your order to arrive 30 minutes before it is required and make sure there is access to the room and a table provided for it to be set up on.

There is a transport charge of £5.00 per delivery and a minimum order value of £15.00. This price includes all: disposable items, crockery, glassware, cutlery & related products.

For deliveries outside of our core operating hours, which are 9am – 5pm Monday to Friday, the following charges will apply;

Staffed tea and coffee bookings - minimum 2 hour charge per staff member - £25

Staffed buffet and lunch bookings - minimum 3 hour charge per staff member - £37.50

For all other bookings that you require to be served, please contact our team who will be happy to supply you with a cost.

VAT

All prices quoted exclude VAT. VAT at the current rate will be added to invoices for all customers other than The University of Strathclyde.