

# FAQ's

## HOW DO I ACCESS DELIVERED CATERING?

- o Please click on the following Link: [Make an Order](#)

## DO I NEED A UOFG EMAIL TO ACCESS THE SERVICE?

- o Yes, you need a GUID to complete your order. Please note that your GUID and password is the same you use across all UofG platforms.

## HOW DO I PLACE AN ORDER?

- o Select your event time and date. Choose your meal and add items to your basket. Please follow prompts as you proceed. Input notes where appropriate. We advise that you choose items to cater for guests with special dietary requirements accordingly . Once your order is complete please select “checkout “ . You will be redirected to a login page . Once logged in please complete necessary fields and then press submit for approval.

## I'M NOT READY TO ORDER, CAN I REGISTER NOW?

- o Absolutely, when on the main page please select “Login” on the top right-hand corner. This will direct you the University login page.

## CAN I EDIT MY DETAILS?

- o Yes, simply “Login” on the top right hand corner. Once logged in please select “profile” and you can edit details here

## CAN I VIEW MY PAST AND UPCOMING ORDERS?

- o Of course, when on the main page please select “Login” on the top right hand corner. Once logged in please select “orders” and you can view all orders.

## HOW DO I PAY FOR CATERING?

- o We can only process delivered catering requests online with a valid project code. If you wish to pay for your catering by invoice, please email [catering@glasgow.ac.co.uk](mailto:catering@glasgow.ac.co.uk)

# FAQ's

## **MY BUILDING/ADDRESS IS NOT ON THE DROP-DOWN LIST?**

- o Please select “other” and type the address in additional delivery details section.

## **DO I NEED TO BOOK A ROOM IN ADVANCE?**

- o Yes, please ensure you have booked a room before ordering. Catering is not permitted in all University rooms, so it is important you check the room you have booked allows food and beverages.

## **I CANNOT SEE THE TIME AND DATE SLOT I WANT TO SELECT?**

- o Only time slots with availability are visible. If a time slot is missing, it means the slot is full and no additional bookings can be taken for this particular time. We advise you try another available slot. Delivered Catering operates Monday – Friday and opening times vary depending on your chosen delivery location. The system will automatically prevent you placing an order for an unavailable date.

## **IS A MINIMUM SPEND APPLIED?**

- o £50 is the minimum spend for delivered catering orders. Any orders with a total value under the minimum spend may be subject to an excess charge in order to meet the minimum value. As an alternative, we may be able to cater to your events on a 'Pick-Up' basis from one of our on-site catering outlets with no additional charge. A minimum order number may apply to some item selections. This also applies to beverages with the exception of fruit juice (sold per litre), water, wine and prosecco (sold per 750ml).

## **WHAT DO I NEED TO DO IN ADVANCE OF MY BOOKING?**

- o For delivered catering bookings, it is the responsibility of the customer to ensure a suitable space and furniture is available for the catering to be laid out in prior to the delivery. An adequate number of tables must be provided to accommodate the size of the booking. The venue must be accessible to trolleys and must comply with the University Health and Safety policy. We cannot always deliver to rooms which are accessibly only via stairs. The Catering team can advise what areas are suitable if you are unsure.

## **WHEN CAN I PLACE AN ORDER?**

- o Orders can be placed 5 working days in advance. The system will only allow you to place orders and select menus that are available in your chosen location for your chosen time slot.

# FAQ's

## **LAST MINUTE ORDER REQUESTS**

- o For any late bookings or last minute requests, please contact us: [catering@glasgow.ac.co.uk](mailto:catering@glasgow.ac.co.uk)

## **WHEN CAN I EDIT OR CANCEL AN ORDER?**

- o Any amendments must be made as soon as the customer is aware of them. Changes cannot be made to your order within 4 working days of your event. For cancellations within 5 working days of the date of the booking a 50% cancellation fee will be applied and for cancellations within 3 working days a 100% cancellation fee will be applied. Cancellation charges may still apply outside of this period if costs have already been incurred.

## **WHAT HAPPENS WHEN MY ORDER IS SENT FOR APPROVAL.**

- o Our team will double check you order. If we can fulfil you order we will send out a confirmation email. If this doesn't happen with 1 working day please contact [catering@glasgow.ac.co.uk](mailto:catering@glasgow.ac.co.uk)

## **CAN I MAKE ONE BOOKING WHICH COVERS SEVERAL DAYS?**

- o No. A separate booking is required for each day. However, you can copy across an order to another day.

## **CAN I MAKE A BOOKING WITH DIFFERENT DELIVERY TIMES?**

- o Yes. While on the 'Menu' page you can add additional delivery times by selecting 'Add Time Slot' at the top of the page. Select your next delivery time slot from the drop down, then click 'add'. You can add food and drinks to this new slot.

## **CAN I MAKE A BOOKING WITH DIFFERENT DELIVERY BUILDINGS OVER ONE DAY?**

- o No not on the system. However, if this is something you wish to do, please email [catering@glasgow.ac.co.uk](mailto:catering@glasgow.ac.co.uk)

# FAQ's

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## **CAN I REORDER A PREVIOUS BOOKING TO A DATE IN THE FUTURE?**

- o Yes. On the top right hand page of our online portal please login. Go to your previous orders and select 'Reorder'.

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## **I HAVE SPECIFIC DIETARY REQUIREMENTS, E.G. GLUTEN FREE, VEGAN, VEGETARIAN, HOW DO I ORDER?**

- o We will provide allergen and dietary information with all delivered catering. Vegetarian (V), Vegan (Vg), Gluten Free (GF) and Dairy Free (DF) options are noted on our menus. All dietary requirements can be catered for with a minimum of 5 days advanced notice[CB1] [SD2] . If we are notified of any allergens, we will cater for these and we reserve the right to substitute items to help meet dietary requirements. We advise that you choose items to cater for guests with special dietary requirements accordingly .

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## **WHEN WILL MY CATERING BE DELIVERED?**

- o We aim to deliver within 30 minutes in advance of your time slot. On occasion deliveries may not always go to plan as a result of weather, traffic or other unforeseen operational factors. On such occasions we will contact your nominated 'Delivery Contact' and provide a new estimated delivery time.

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## **CAN I ORDER MY CATERING FROM ANOTHER SUPPLIER ?**

- o Please note that no catering should be booked directly with any suppliers – all requests must go via the Catering and Events team. This is to ensure a consistent, high-quality service and ensures as much University money remains within the University – thus benefitting all staff.
- o Please note that no other supplier has been vetted or approved for catering provision across the University. Using other suppliers is non-compliant, and poses a risk to the University and personnel attending your event as we have not verified their food safety and hygiene polices, practices and certifications. This includes allergen processes.

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## **WILL MY CATERING ALWAYS BE SUPPLIED BY UOFG CATERING TEAM ?**

- o Please note, at peak periods, and to ensure all bookings can be fulfilled, there may be occasions where we refer you to a third party (external) caterer.

# FAQ's

## HOW DID YOU CHOOSE THE THIRD PARTY CATERER?

- o A competitive tendering exercise was completed for the provision of a third party to provide additional delivered catering services. A robust evaluation process has resulted in awarding Regis Banqueting Limited the Framework Agreement for Delivered Catering. Regis Banqueting came out top in terms of both pricing and quality assessment under this tender process.

## WHEN WILL MY CATERING BE COLLECTED?

- o We aim to collect as close as possible to your chosen collection time, on occasion this may not be possible or go according to plan. On such occasions your driver will hand this over to the next shift to ensure it is collected at the next available opportunity the following day.

## WHAT DO I DO IF I NEED ASSISTANCE WITH MY ORDER?

- o Contact us as soon as possible on to allow us to try and resolve the problem. If this is not possible, please email [catering@glasgow.ac.co.uk](mailto:catering@glasgow.ac.co.uk)

## WHAT DO I NEED TO DO AFTER MY EVENT?

- o For delivered catering bookings, the Catering team will not be responsible for cleaning a venue after an event has concluded. It is the responsibility of the customer to ensure this is done. The catering team will return following the end of the event to collect all equipment provided by us. If any cleaning is required to be completed by the Catering team charges will apply. All waste must be disposed of in the bins provided across the University Estate in accordance with the waste disposal flyer. Please put non-disposable items back in the delivery box for collection. Please be aware that a charge will be made for any lost or damaged items of catering equipment. This also applies to returnable water and milk bottles.

## IS IT GOOD VALUE FOR MONEY?

- o We use a range of approved suppliers with sustainably sourced food and coffee, farm assured meat, MSC/MCS fish and seasonal produce where possible. This ensures you are provided with a high quality catering service all year round.

For any further information, please  
refer to our T&Cs or contact:  
[catering@glasgow.ac.co.uk](mailto:catering@glasgow.ac.co.uk)