

Terms and Conditions

Ordering Requirements

- A room booking reference number
- A valid PTAE code

Please note: The ordering system will not allow you to book if you have provided an invalid PTAE code or room booking reference, or have not confirmed that you have read and agreed to our terms and conditions.

Ordering Cut Off Times

24 hours - For all beverage and sandwich orders (Monday - Friday)

3 working days - For fork buffets and canapé receptions.

5 working days - For formal dining, conferences and bespoke events.

Please note: After these times it will not be possible to place an order on our booking system. If you have a last-minute request, please contact us to find out what we can offer you.

Additional Charges

Loss/Breakage Charge



A £3.95 per item charge will be added to your PTAE code if the catering equipment is lost or broken at the point of our collection.

Additional Labour Charge



£12.50 per hour for each additional staff member required.

Staff are required to work a minimum of 4 hours, therefore, a minimum labour charge of £50 would apply.

Corkage Charge



£1 per bottle of beer, £3.50 per bottle of wine and £5.00 per bottle of sparkling wine, prosecco, or champagne. Glassware will not be provided.

Cancellation Charge



0% charge on 3 working days or more notice, 50% charge with 2 working days' notice and 100% charge with less than 2 working days' notice.

Please contact us via phone on 0207 679 2153 and via email at UCL Hospitality

UCLHospitality@chandcogroup.com to cancel your order.

Kosher / Halal



For guests requiring Kosher or Halal food, please be advised that there is an additional charge for this option and a minimum notice of 5 working days is required.

Equipment Hire Costs



Included: Black linen for buffet, formal dining and portable bar tables, standard crockery, glassware, and silverware.

Additional Costs: Additional linen or a different type (size/colour) These costs will be agreed with you prior to booking confirmation.

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Alcohol Licencing

We are licenced to serve alcohol from

- 10.00hrs until 23.00hrs Monday – Saturday
- 10.00hrs until 22.30hrs on Sundays.

Should you wish to extend the hours of service for your event past this time, additional charges apply, and it can take up to 4 weeks in busy times for a TEN licence to be granted or declined by the council.

Locations

For health and safety reasons, we're unable to deliver to some locations. If you can't find your location on the list, please contact us. For all new locations, we require 5 working days to make a location assessment and decision.

Service Limitations

- In some locations there are restrictions in place on red wine consumption in certain spaces for building preservation. You will be notified if this will affect your order.
- A limited menu offer will be in place in some locations where kitchen facilities are not available.

Dietary Requirements

- Please inform us of any special dietary requirements that your guests may have in the notes section, particularly severe allergies.
- Your booking invoice will state the allergen information for each of your menu items. Please refer to this when communicating with your guests. If you have any questions, please contact us.
- Special dietary meals will be delivered clearly marked and separated from the rest of the order to avoid confusion.

Nut Policy

In all our kitchens we use nuts and nut derivatives. Please advise your guests of this when requesting dietary requirements from them.

Table service

- All seated formal lunches and dinners service required the host to provide a table / seating plan to hospitality 24hrs before the event takes place, highlighting the positions of those guests with dietary requirements.
- All guests are required to have the same starter, main course, and dessert. We will amend the selected dishes accordingly for guests with special dietary requirements.

Externally sourced food

For reasons of health and safety we are not permitted to serve food brought in from other caterers or homemade food at your event.