

## 2025 Terms & Conditions

G&G is UCL's dedicated chosen provider of hospitality and catering across the campus.

The food options in this brochure are for service and delivery between, Monday to Friday 9 am to 5.30 pm. A member of our team will be happy to discuss possible options if your request falls outside of these hours (Please note a minimum spend may apply).

Please visit our website [FOOD AT UCL](#) for the most updated brochures, T&Cs, and booking system.

### Placing orders and deliveries

#### **Ordering Requirements**

- A room booking reference number
- A valid PTAE code
- Delivery and collection time

#### A room booking reference number

##### Bloomsbury Campus

Please [click here](#) to book a room.

Please ensure that you have booked furniture for your catering via the Room Bookings team or [Mycampus](#) if you didn't book via room bookings.

Same applies for cleaning (Sodexo team) for events over 100 guests.

*Furniture and cleaning services are NOT provided by the Catering team*

##### UCL East Campus

- Please [click here](#) to book a **centrally bookable room**.
- For **Public spaces at UCL East**, use the [Booking form](#). To check availability, refer to the [Booking Guide final draft](#).
- **Furniture and Cleaning:** Please ensure that you have booked furniture for your catering via [VINCI portal](#), including tables for catering and cleaning if the event is out of the operating hours (9am to 5.30pm)

*Furniture and cleaning services are NOT provided by the Catering team.*

#### A valid PTAE code

The Project, Task, Award and Expenditure (PTAE) codes must be separated by a hyphen (-) with no spaces in between. The general expenditure code for food and drinks is 22151.

For example: XXXXXX-XXX-XXXXXX-22151

Although the general Expenditure code for food and drinks is **22151**, please be aware that not all PTA codes allow this expenditure type. Hence, at the time of booking, please ensure that you have a full, valid PTAE code, not just the PTA when placing the order, as at the end of the month, we will need to contact you to provide a new PTAE, as per UCL Accounts request.

## **Delivery and collection times**

### **Delivery Times**

Please ensure when booking, you allow time for our team to set up. For example, if your event starts at 9.30 am we do recommend the delivery for 9.15 am to ensure that we are all set up for your guests' arrival, also ensure that room is also booked for you from earlier than the event start time.

### **Collection times**

The collection times are only guidelines, as we do deliver to +150 buildings within UCL Estate. If the room is booked after your event, please make a note in the special instructions box, and send us an email to ensure that we highlight it in our weekly forecast meeting.

### **Meeting Deliveries**

Many locations we deliver to are in open spaces, to ensure we are delivering on time we are sometimes slightly earlier to ensure the booking is set up on time. Unless you have booked service, your order will be left at your location, please have someone meet the delivery otherwise it will be left unsupervised.

We do not take responsibility for an order once delivery has been made.

### **Ordering Cut Off Times**

3 working days - For all beverage

5 working days - For all food items

7 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.

### **Locations**

For health and safety reasons and our duty of care with the team we are unable to deliver to some locations with no step-free access. 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.

### **Catering in Lecture theatres**

As per UCL Room Booking Policy, we are not allowed to serve catering items in most of lecture theatres in UCL. Please check with the Room Bookings team whether there is a possibility to serve catering outside of the Lecture Theatre or in a room nearby. Additional furniture can never be placed in fire exits.

### **Catering for External Costumers/Costumer without PTAE code**

External customers are advised to get in touch with the Conference team ([conferences@ucl.ac.uk](mailto:conferences@ucl.ac.uk)) to book a venue/room for their event. They can place a catering order on your behalf and generate an invoice. If the venue booked with a different internal team, please get in touch with us to find out the payment options.

## **Additional charges**

### **Loss/Breakage Charge**

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

### **Additional Labour Charge**

£30 per hour for each additional staff member required.

Staff are required to work a minimum of 4 hours, therefore, a minimum labour charge of £120 would apply.

### **Corkage Charge**

£2 per bottle of beer,

£9 per bottle of wine and

£12 per bottle of sparkling wine or prosecco

£15 per bottle of Spirit or Champagne

Glassware will be provided.

### **Cancellation Charge**

0% charge on 5 working days or more notice

50% charge with 3-4 working days' notice

100% charge with less than 2 working days' notice.

Please contact us via phone on 0207 679 2153 and via email at [UCLHospitality@chandcogroup.com](mailto:UCLHospitality@chandcogroup.com) to cancel your order.

### **Equipment Hire Costs**

Included Linen: when booking a buffet, serviced event and formal dining we will provide Black linen for the tables.

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

Glass hire – if you would like to hire glasses you will need to email our team at

[UCLHospitality@gatherandgather.com](mailto:UCLHospitality@gatherandgather.com). We cannot always guarantee this but will always see if it is something available.

### **Alcohol Licencing**

#### **Bloomsbury Campus**

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.

#### **UCL East Campus**

We are licenced to serve alcohol from

- 10.00hrs until 23.00hrs Monday – Saturday
- 12.00hrs 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.

## Personal License Holder

If you are looking to sell your own alcohol on site you will need to have a Personal License Holder (PLH) assigned, you can book this through us, and they will be on call through your event. The cost is £120 4 hours Monday – Friday, £240 4 hours Saturday and £360 4 hours Sunday or Bank Holidays. There may be an additional fee for a late event or a taxi fee for the PLH to get home.

## Van Deliveries

### Bloomsbury Campus

#### Base KX

There will be a £30 delivery fee per delivery time, along with a minimum spend of £120 before the delivery fee is manually added.

For a full day delegate package, you would also need to pay £120 fee for staff service onsite for up to 80 guests. Extra staff fees may apply according to your numbers, in addition to the £30 delivery fee per call out.

#### 90 High Holborn

There is a minimum spend of £120 before the delivery fee is manually added.

#### Queens Square

There is a £30 delivery fee per call out time.

### UCL East Campus

#### Here East

- A **£30 delivery fee** applies per delivery slot.
- A **minimum spend of £120** is required before the delivery fee is manually added.
- For Full-Day Delegate Package: a £120 staffing fee applies for onsite service for up to 80 guests.
- **Additional staffing fees may apply** based on guest numbers and amount of ordered items

For any deliveries to UCL Here East, please contact us at [UCLeasthospitality@gatherandgather.com](mailto:UCLeasthospitality@gatherandgather.com).

## Dietaries

Please be aware that our hospitality kitchen contains most of all the 14 allergens:



Hence, we can only produce **NON-GLUTEN CONTAINING** or **NON-NUT CONTAINING** items, meaning that the team has made all the necessary precautions, but might contain traces.

DIETARY KEY: V = Vegetarian / VE = Vegan / GF = Gluten Free / NGC = Non-Gluten Containing / NNC = Non-Nut Containing

## **Dietary Requirements**

Please inform us of any special dietary requirements that your guests may have in the notes section, particularly severe allergies. 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.

## **Gluten Free Policy**

To make a Gluten Free claim there must be less than 20 parts per million of gluten present in a dish. As it is not possible to measure this in a catering environment. CH&Co do not allow 'Gluten Free' claims. For example, if we are handling wheat flour in a kitchen, we cannot safely remove the risk of cross contamination, there is a risk that gluten will be found in any food made in the kitchen. Therefore, we would only label items cooked in our kitchen as 'non-gluten containing' and can only guarantee Gluten Free if it is sealed and been bought in from a Gluten Free accredited supplier.

If it is a severe allergy and you would like us to look at ordering of packaged items from a gluten free supplier, you can do this through our booking site under the dietaries tab. However, if it is a sensitivity and they are happy to consume items made in house please let us know and we can arrange that for them.

## **Nut Policy**

Due to having nuts in our kitchens, we cannot completely guarantee the total absence of nuts and/or nut derivative traces from any food products served in our catering unit. An accurate allergen matrix will be provided daily for each food service by Kitchen team members for all deliveries. This information will allow the 14 allergens to be listed for each of the menu items, to enable the correct information to be provided for customers. Therefore, you will know what nut it contains if any, otherwise the matrix will state M.C. (may contain) as we do use nuts in our kitchen. If it is a severe allergy and you would like us to look at ordering if a packaged items from a nut free supplier, you can do this through our booking site under the dietaries tab.

## **Kosher Food**

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

## **Meat options**

As per the [university's sustainability strategy](#) and commitment to be net zero by 2030, we serve our events as vegetarian and vegan as standard. However, you can now add meat or fish to your order at a surcharge.

## **Table service**

All seated formal lunches and dinners service required the host to provide a table /seating plan to the hospitality team 24hrs before the event takes place, highlighting the positions of 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.

### **Drinks Service Policy**

All our staff who work on a serviced bars are instructed to follow the following instructions:

- Do not serve alcohol to anybody who is under 18. If you are in any doubt about their age simply do not sell alcohol to them. If a customer looks under 21 you must ask them for identification. The only acceptable forms of identification are a valid passport or a UK driving license (picture card only).
- Do not sell alcohol to anybody who you suspect to be drunk. In addition, you should not sell to anyone whom you believe to be purchasing on behalf of an individual who is drunk or appears to be drunk. If you suspect that someone is drunk, then inform the Manager immediately.
- Do not serve alcohol outside the hours listed on the premises license.

### **Food Waste Policy**

Gather & Gather, also known as Events at UCL, is launching a trial at Bloomsbury campus to donate surplus event food waste from bins to bellies.

Nobody wants to throw food away - so we are working with the student society, Zero Food Waste Society, to trial a system to capture un-wanted event food and divert it to be donated to [St Mungo's Homeless hostel](#).

All UCL event managers will be given the opportunity to return food at point of delivery for it be safely donated on their behalf.

Applicable to all fork buffet, conference packaged and Sandwich selection. We get it plans changes!

Also, to help reduce waste, a plastic-free box has been added to Bluerunner for the leftovers at just 43p.