2026-2027 Terms & Conditions

Gather and Gather 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 or early/late delivery fee may apply).

Please visit our website FOOD AT UCL for the most updated brochures, T&Cs, and link to our booking system.

Placing orders and deliveries

Ordering Requirements

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

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.
- For events over 100 guests, please use the Mycampus request system to organise cleaning with Sodexo.

Card payments

- If you would like to pay by card rather than an internal PTAE code you will be charged the additional 20% VAT
    - Please put Card payment in the PTAE box when placing the order
    - A team member will then manually add the 20% vat and send a payment link
    - The order must be paid before the event
    - We only accept card payments by payment link and do NOT accept bank transfers or POs

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

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 recommend the delivery for 9.15 am to ensure that we are all set up for your guests' arrival. Please also ensure that room is 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. 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.

However, if we do arrive to collect your items at or after your requested collection time and are refused entry to do so you will be charged a fee for failed collection.

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 directly and we will assist you if we are able to.

Locations

For health and safety reasons, and to ensure our duty of care to the team, we're unable to deliver to locations without step-free access. If your location does not appear on the list, please contact us.

For all new locations, please allow up to 5 working days for us to complete an access assessment and provide a decision.

Service Limitations

In certain locations, red wine consumption may be restricted in designated areas to support building preservation. If these restrictions apply to your order, we will let you know.

Additionally, some locations may offer a limited menu when full 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 should contact the Conference team at conferences@ucl.ac.uk to book a venue or room for their event. The team can place a catering order on your behalf and issue an invoice.

If your venue has been booked through a different internal team, please contact us directly to discuss available payment options.

Additional charges

Loss/Breakage Charge

A per-item charge will be applied to your PTAE code for any catering equipment that is lost or damaged upon collection. Charges correspond to the item's replacement value.

Labour Charge

£30 per hour for each additional staff member required. Staff **must** be booked for a minimum of 4 hours, resulting in a minimum labour charge of £120.

Staffing ratio:

We have a duty of care to our team, and health and safety regulations require us to maintain appropriate staffing levels. We cannot place our staff in an unsafe or unbalanced working environment and therefore recommend the below staffing ratio as a minimum.

Reception:

- 1 staff member per 50-60 guests
- 2 staff member per 70-120 guests
- 3 staff members per 150+

Please note these are minimum recommendations and it is dependent on your event location, size, scale etc.

If you are working within a restricted budget, contact us so we can explore options and find a solution that works for both parties.

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

To cancel your order, please call 0207 679 2153 and email UCLHospitality@chandcogroup.com.

Equipment Hire Costs

- Included Linen:
  Black linen is provided for buffets, serviced events, and formal dining.
- Additional Linen:
  Charges apply for extra linen or alternative sizes/colours. Costs will be confirmed with you before booking is finalised.
- Glassware Hire
  If you wish to hire glassware, please email UCLHospitality@gatherandgather.com. Availability cannot be guaranteed but we will do our best to accommodate your request.

Early Deliveries/Late Collections

- A delivery before 9am will be charged at £30
- After hours collections or delivery may incur a charge, but this is looked at on a case-by-case basis
- Late collections may be completed the following day, so you do not incur a late collection fee.

Alcohol Licencing

Bloomsbury Campus

Licensed alcohol service hours:

- Monday–Saturday: 10:00–23:00
- Sunday: 10:00–22:30

To extend service hours, additional charges apply. A TEN licence may take up to 4 weeks to be approved or declined during busy periods.

UCL East Campus

Licensed alcohol service hours:

- Monday–Saturday: 10:00–23:00
- Sunday: 12:00–22:30

To extend service hours, additional charges apply. A TEN licence may take up to 4 weeks to be approved or declined during busy periods.

Personal License Holder

If you plan to sell your own alcohol on site, a PLH must be assigned. We can arrange this for you:

- £120 for 4 hours (Monday–Friday)
- £240 for 4 hours (Saturday)
- £360 for 4 hours (Sunday or Bank Holidays)

Additional charges may apply for late events or transport for the PLH.

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.

Van Deliveries

Some of our locations are serviced by van delivery, which means arrival times may be affected by traffic, roadworks, or other factors beyond our control. Please keep this in mind when booking a van-served location.

Below are the locations that incur delivery charges. Please note that additional staffing fees may apply depending on guest numbers and the volume of items ordered.

Bloomsbury Campus

Base KX, 90 High Holborn, Queens Square and Emerald St.

- 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 an additional **£120 staffing fee** applies for onsite service for up to 80 guests.

Institute of Child Health, School of Pharmacy and Wolfson Centre.

- Our team will need to review these on a case-by-case basis, considering the quantities, delivery or collection times, and other relevant factors.

Bernard Street, Montague Street, Bidborough House, Chandler House and Russell Square House

- No delivery fee

For any deliveries to a van location near Bloomsbury Campus, please contact us at UCLhospitality@gatherandgather.com

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 an additional **£120 staffing fee** applies for onsite service for up to 80 guests.

For any deliveries to UCL Here East, please contact us at UCLeasthospitality@gatherandgather.com.

Dietaries

Please be aware that our kitchen contains uses all of the 14 allergens and although every care is taken to reduce cross contamination is taken, we cannot guarantee food is allergen free that is prepared in house.



DIETARY KEY: V = Vegetarian / VE = Vegan / GF = Gluten Free / NGCI = Non-Gluten Containing Ingredients

Dietary Requirements

Our booking system includes a dedicated dietary requirements section where you can add dietary-specific packed lunches or packaged snack items. These meals are prepared off-site and packaged to prevent cross-contamination. We recommend selecting these options if you know that any guests have severe allergies. You can also refer to our Dietaries Brochure for more information.

For dinner events, please list all dietary requirements in the comment box, and we will accommodate them wherever possible.

If you have any questions regarding dietary needs, please contact us directly at UCLhospitality@gatherandgather.com.

Gluten Free Policy

To make a *Gluten Free* claim, a dish must contain fewer than 20 parts per million of gluten. Because this level cannot be reliably measured in a catering kitchen, Compass does not permit us to label any in-house dishes as *Gluten Free*. For example, if wheat flour is used anywhere in the kitchen, we cannot fully eliminate the risk of cross-contamination, meaning gluten may be present in any food prepared on-site.

For this reason, items produced in our kitchens are labelled as **Non-Gluten-Containing Ingredients (NGCI)** only. We can guarantee an item is *Gluten Free* **only** if it is sealed and supplied by an accredited Gluten Free supplier.

If a guest has a **severe gluten allergy**, you can request packaged Gluten Free items through our booking system under the *Dietaries* tab. If a guest has a **gluten sensitivity** and is comfortable consuming items prepared in-house, please let us know and we will be happy to accommodate.

In summary, we can produce **Non-Gluten-Containing** meaning all reasonable precautions are taken—however, trace amounts may still be present.

Nut Policy

Because nuts are present in our kitchens, we cannot guarantee that any food prepared on-site is completely free from nuts or nut traces. To support safe choices, our Kitchen team provides an up-to-date allergen matrix for every service and delivery. This matrix lists all 14 allergens for each menu item and specifies the type of nut present, if applicable. Where there is a risk of cross-contamination, the item will be marked **M.C. (may contain)**, as nuts are used in our kitchen.

If a guest has a **severe nut allergy** and you would like us to source sealed, packaged items from a nut-free supplier, you can request these through our booking system 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 for an additional fee.

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.

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!