



FAQs

Why can't I place an order for the next day?

Due to our suppliers' delivery schedules, we cannot always guarantee that we will have the ingredients in stock to prepare your order. Therefore, we ask that you to please place your orders five working days in advance.

We aim to accommodate as best as we can. If you would like to just make an order for tea, coffee, biscuits and sweet treats we can normally deliver with 48 hours' notice (Excl weekends).

*please note that is also subject to delivery schedules and cannot be guaranteed.

I'm trying to place my order but it will not allow me to select the time?

Unfortunately, this means that the time slot has been taken and you will need to select the next available slot. There are four available time slots per hour which is why we recommend placing your order at least five working days in advance.

I can't find my location?

Not everywhere on campus can have delivered catering which is why you may not be able to select your chosen location. Areas like teaching spaces prohibit the consumption of food and drink, and some venues including The Great Hall, the Bramall, and Teaching and Learning, are classified as event spaces in which catering must be arranged via a Conferences and Events booking.

Not all rooms have been loaded onto the system. If you suspect this is the case for your event address please request the location to be added onto the system via **foodfellowshospitality@contacts.bham.ac.uk**

We no longer offer our Delivered by Food Fellows service at The Exchange in the city centre. For any catering requirements at The Exchange please contact **info@conferences.bham.ac.uk** to book via our **Events menu** or speak to The Exchange Café team about using Business Wallet.



My order is late, who do need I to contact?

If your order has not arrived, please get in touch with the team via foodfellowshospitality@contacts.bham.ac.uk or call **0121 414 2710**.

I'd like to place an order for the weekend but it doesn't allow me to book the upcoming weekend?

You will need to book directly within 15 working days prior to your event.

I cannot find the option to add alcohol to my order?

Adding alcohol to your order is subject to specific days and times throughout the week. It is only available Mondays, Tuesdays and Fridays between 2pm and 4pm. Please note that it is also subject to time slot availability.

I have placed my order. Do I need to still raise a requisition on Core?

Not anymore! Our online system automatically completes the financial transaction once you've supplied your cost account codes and sources of funds at the checkout.

Where do I dispose of my rubbish? Will the driver collect it?

We care about the environment and know you do too. That's why we kindly ask that you recycle any items that arrive in cardboard packaging. We will provide you with a black and clear bin bag to clear and our staff will collect any jugs or urns afterwards, at the time specified during your order.

If you would like your waste to be removed by our staff, you can choose to add this option when placing your order for an additional fee of £20.

Please note, should you opt to clear and collect the waste yourself and it is not disposed of after your event has taken place, a £40 fine will apply.

Charges will also apply for items that are not returned or lost i.e., flasks. Charges will vary depending on the item.



My event is no longer taking place, how do I cancel and will I be charged?

Head to your account profile on the online platform. This will outline all your existing and past orders and provide the option to amend or cancel.

If you cancel an order within 5 working days, no charge will apply.

If you are unable to cancel an order via the platform, please get in touch with the team via foodfellowshospitality@contacts.bham.ac.uk or call **0121 414 2710**. We advise in every instance, that you follow up with an email as record of cancellation.

You may still be charged depending on the nature of your order.

Will I get cutlery, plates, napkins and/or tablecloths as part of my order?

As part of our sustainability pledge, we no longer provide disposable tablecloths. Your order will arrive with napkins and plates (Disposable spoons will be provided for dips and yogurts).

I have ordered refreshments but I cannot see the option to add milk?

We will provide dairy and non-dairy alternatives to accompany all tea and coffee servings.

I am at the checkout. Should I put my delivery location or contact details?

Please state where you'd like your order to be delivered in your delivery location.