



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 and biscuits but you are not within the parameters to schedule an order, we may be able to still support your request*. Your request must be made two working days prior to your event and you will need to get in touch with the Conferences & Events Team.

**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 info@conferences.bham.ac.uk.

My order is under £40 and the system won't allow me to place my order. Where else can I get delivered catering?

Unfortunately, your order must meet £40 to be eligible for delivered catering. If you're unable to meet the minimum spend, and need to pay for catering via your department's budget, you can request customisable [catering vouchers](#) or use staff [business wallet](#). Both can be used around outlets across campus. Information and how to request either one of these two options can be found on the intranet.



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

If your order has not arrived, please get in touch with Conferences & Events and who will contact the catering team on your behalf to find out where your delivery is. It is best to call on 0121 415 8400.

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 Conferences & Events via info@conferences.bham.ac.uk or call 0121 415 8400. 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 cutlery or plates. Your order will arrive with napkins. Tablecloths can be purchased at checkout.

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**.

ALLERGENS AND DIETARY RESTRICTIONS

Our products are not prepared in a nut-free environment.

I have a list of guests who have allergies. Where do I find out more information about allergens?

You can find all allergen information beneath each product. If a specific allergen is not identified, please get in touch with the team to seek guidance.



I have a specific allergen that is not commonly known. How can I let the catering team know?

If a specific allergen is not identified, please get in touch with the team to seek guidance.

Please be aware that our food is prepared in kitchens that contain gluten, nuts, and other allergens. We cannot completely guarantee that there is no risk of cross contamination. It is your responsibility to inform Food Fellows of any specific dietary requirements in advance of the event. All of our food is labelled with allergen information. If you require any further details, please contact a member of the team by email at info@conferences.bham.ac.uk

Got a question that's not answered here?

Send us an enquiry via info@conferences.bham.ac.uk or get in touch 0121 415 8400, and we'd be happy to answer your question.