



BOOKING DETAILS

Pricing and payments

All prices are subject to VAT. Payment terms are 30 days.

University clients should provide a PO number in advance of the event date.

How to book

Please email food@crucialcuisine.co.uk with details of your requirements; we will respond with availability and then work through the details with you. Alternatively, please do call us to discuss the details of your booking 01954231749. Once we have agreed on the details of your booking with you, we can then provide you with a formal quote. To confirm your booking, please do this in writing via email. For hot food, please order 2 weeks in advance.

Last minute bookings

For last-minute bookings (less than 48 hours' notice) and bookings placed on a Friday for Monday delivery: Please email all details to us and also call us to discuss your requirements. We will do our best to accommodate last-minute bookings.

Adjustments to orders and cancellations

Should you need to make any small adjustments to your order, please note that the final deadline is 48 hours before your booking, and we will do our best to accommodate. After this time, any changes, additions and cancellations will be charged for in full.

Dietary requirements

For Poke/salad bowls, canapés, grazing boards & savouries, additional items and brown bag lunches – please select dishes that are appropriate for your guests' dietary needs. Do get in touch if you have any queries.

For all other menus, please advise how many vegan guests you would like us to cater for and whether any guests have allergies or specific dietary requirements (e.g. nut allergy, gluten-free, etc.). Our chefs will prepare and plate these guests' food separately as needed.

We can accommodate specific dietary requirements and faith-based diets, with the exception of kosher food.

Food safety

In line with the Food Standards Agency food safety guidelines, the following time frames should be adhered to by our clients:

- Cold food should be consumed within 4 hours of delivery.
- Hot food should be consumed within 2 hours of delivery.

All food is wrapped in cling film/foil, and appropriate serving utensils are provided.

All food is clearly labelled with declarable allergens and menu descriptions.

Due to the nature of some self-serve delivered food events, there is a high probability that guests themselves introduce allergenic cross-contamination (eg using the same tongs to handle more than one type of food). As a result, the allergenic information provided may only be accurate at the time of delivery, and Crucial Cuisine can take no responsibility for any allergenic cross-contamination that may occur after our staff have left.

Once food has been delivered, it is the client's responsibility to ensure the safety of the food.

EXCEPTIONAL CATERING FOR EVERY OCCASION

Unit 19 Buckingham Business Park, Anderson Road, Swavesey, Cambridge CB24 4AE
Hoorays Ltd | Registration No. 4185856 | Vat No. 676 6170 06

T: 01954 231 749 E: food@crucialcuisine.co.uk W: crucialcuisine.co.uk



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Delivery details & charges

We offer two types of delivery:-

-Drop-off only. Catering will be delivered to main reception or a specified agreed accessible location close to the building entrance. The catering items will be left stacked in the delivery crates for the client to collect at their convenience.

-Delivery & set-up. (subject to availability) Catering will be delivered to an agreed & specified room and laid out for the client. Client to ensure that clean, clear & adequate tables are in position and the room is accessible.

-Deliveries will be within a half-hour window whenever possible.

-Delivery charges to locations outside our regular delivery routes will be calculated accordingly.

-The charges below will apply if you wish for catering items to be collected at a specific time/date.

Delivery type	Day & time	Cambridge city	Villages
Drop off only	Monday – Friday, 09.00 - 16.00	£10.00	£15.00
Delivery & set-up	Monday – Friday, 09.00 - 16.00	£20.00	£30.00
Drop off only	Monday – Friday, outside of 09.00 - 16.00	£15.00	£20.00
Delivery & set-up	Monday – Friday, outside of 09.00 - 16.00	£25.00	£37.50
Drop off only	Saturday, Sunday & public holidays	£21.00	£31.00
Delivery & set-up	Saturday, Sunday & public holidays	£31.00	£46.50

Food deliveries

All food has labels detailing allergens and menu descriptions.

Our buffets are presented on porcelain / stainless steel / wood / black buffetware.

Compostable palm leaf plates, card drinks cups, paper napkins & wooden cutlery are provided with our buffets. If you are interested in porcelain plates & stainless-steel cutlery for your guests, please contact us for pricing & availability.

Our buffets are delivered in heavy-duty stacking trays. Buffet items will be collected the next working day after your event, between 8:30 and 17:00, or when we are next delivering to your premises. Should you wish for the items to be collected on the same day, please enquire about availability (collection charges will apply).

Hot drink deliveries

Hot drinks are stored in stainless steel thermos flasks. Compostable cardboard coffee cups are provided with our hot drinks. If you are interested in porcelain mugs/cups & saucers for your guests, please contact us for pricing & availability.

Our hot drinks are delivered in heavy-duty crates. These items will be collected the next working day after your event, between 8:30 and 17:00, or when we are next delivering to your premises. Should you wish for the items to be collected on the same day, please enquire about availability (collection charges will apply).

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Drinks receptions

Cold drinks for drinks receptions will be chilled down prior to delivery and then transported in insulated cool boxes.

If drinks have been arranged 'on consumption', the client will not be charged for drinks that are returned post-event, so long as the drinks are unopened and the labels intact. Please note, juices are not available on a consumption basis. For drinks receptions on a consumption basis, there is a standard handling/restocking charge of £30+vat.

We can provide glass hire, see the additional items section for costs. Breakages will be charged for. The cool boxes, glasses & remaining drinks will be collected the next working day after your event, between 8:30 and 17:00, or when we are next delivering to your premises. Should you wish for the items to be collected on the same day or at a specific time/date, please enquire about availability.

Delivery and collection charges apply for drinks receptions. If you wish to return empty bottles/cans for us to recycle, there is a minimum charge of £10 +vat.

Canapé deliveries

Canapés are presented on porcelain / stainless steel / wood buffet ware. All food has labels detailing allergens and menu descriptions. Cocktail napkins will be provided.

Our canapés are delivered in heavy-duty stacking trays. Canapé items will be collected the next working day after your event, between 8:30 and 17:00, or when we are next delivering to your premises. Should you wish for the items to be collected on the same day, please enquire about availability (collection charges will apply).

Hot food deliveries

Electric bain-maries will be provided to hot-hold food. Hot-hold food should be held no longer than 2 hours.

The bain-marie needs to be plugged into a standard household (13amp) socket. The socket should be located within 1.5 metres of the bain-marie's position. The client is responsible for ensuring the bain-maries are placed in a safe location: on a sturdy table, a safe distance from guests, and cables do not create a trip hazard. Bain-maries & cables are PAT tested (portable appliance tested).

Bain-maries hot-hold food using hot water, and the surfaces of the bain-marie are hot; therefore, the bain-marie should be used with caution. Bain-maries should be switched off as soon as food service is complete (within 2 hours of delivery) and allowed to cool completely before being moved.

If Crucial Cuisine staff have been requested for the event, they will manage the safe use of the hot-hold equipment. If Crucial Cuisine staff have not been requested for the event, the Crucial Cuisine delivery staff will set up the bain-marie and explain to the client guidance for safe use. The client then has responsibility for safe use of the bain-maries.

Staffing

If you would like front-of-house staff to help set-up your catering, serve guests and pack down, please do enquire with us for availability. Front-of-house staff can be booked for a minimum of 3 hours. Please note that travel time will be included in front-of-house staff costs.

Staff on site Monday – Friday	£25.00 per hour (Minimum of 3 hours charged)
Staff on site Saturday & Sunday	£32.00 per hour (Minimum of 3 hours charged)

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