

ORDER PROCEDURE

1.1 Meeting and lunch service

If you want to use a meeting and/or lunch service, you must make this reservation at least one day beforehand by 2.00 PM by forwarding a reservation form by way of the web application. Each reservation is given a specific reservation number in the reservation system.

1.2 Banqueting activities

If you need banqueting activities for more than 25 persons, you must make your reservation at least 4 days before the event. If you need banqueting activities for fewer than 25 persons, you must make your reservation at least 1 day before the event by 11.00 AM.

You can make your reservation known at the Reservations Office. For custom work, you can contact the Banqueting Manager. He will prepare an offer for you without obligation.

If you have questions and/or comments about the catering facilities you can contact the Reservations Office or the Banqueting Manager.

1.3 Cancellation of confirmed offers

If confirmed offers are cancelled, 25% of the offer amount will be charged if an offer is cancelled up to 48 hours before the day of execution.

In case of cancellation between 48 and 24 hours before the day of execution, 50% will be charged. Within 24 hours before the day of execution, 100% will be charged.

It is possible that you have cancelled your banqueting activity wholly or in part with us, but that we have already incurred costs. Think of the rental of materials. If we cannot cancel them in time free of charge, the costs of such materials will be passed on, irrespective of the time of cancellation.

1.4 On-line order

When you order, always state your name, faculty and OFI number.

1.5 Special wishes

In principle, all catering activities are provided during the opening hours of the restaurant. Special wishes about execution times and orders that do not fall within these opening hours are discussible. If you have wishes which are not included in the banqueting portfolio, please contact the Banqueting Manager.

You can also contact the Reservations Office for all your questions about the organisation of a reception, buffet, event or the provision of different catering activity.

