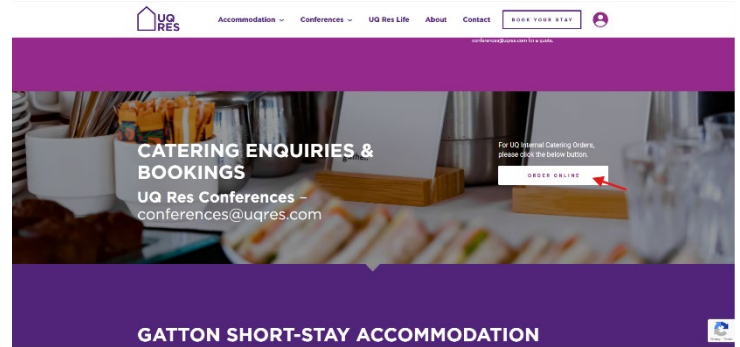
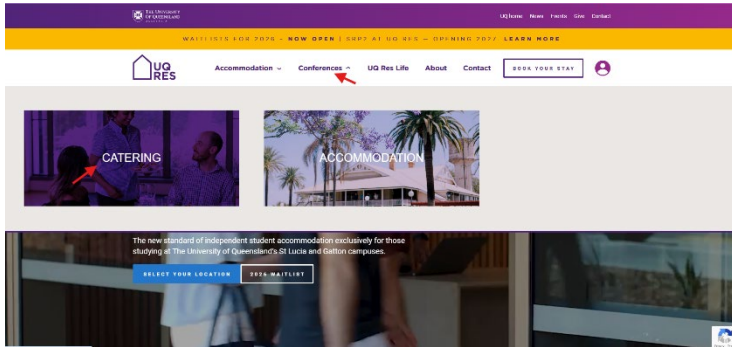


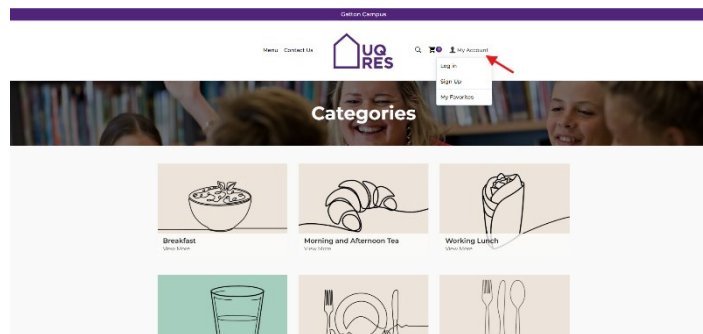
## UQ Booking Process

### Catering

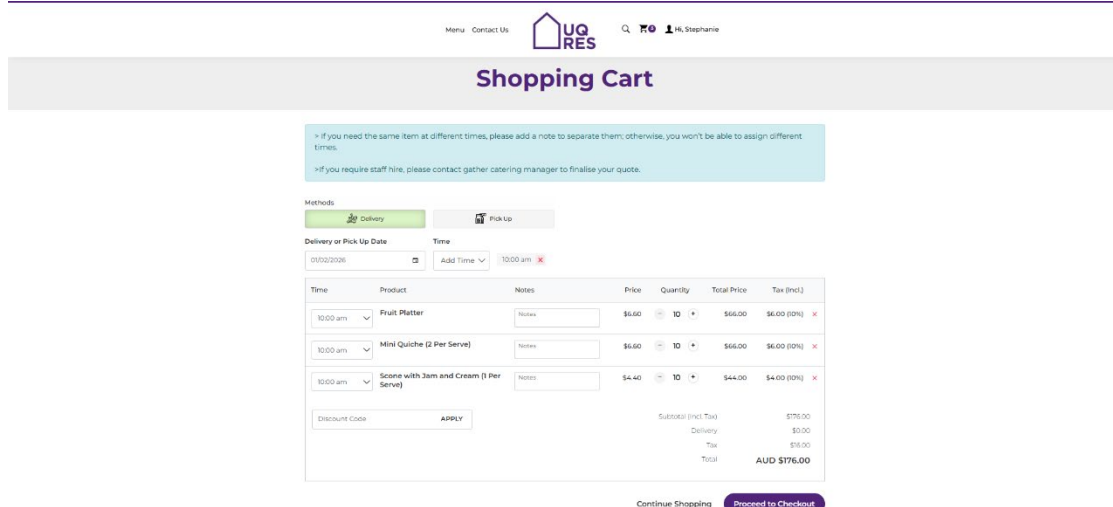
1. Visit our Website or go to <https://gatton.catercarehq.com/> to place your catering order online through Flex Catering



2. If you haven't already, please create a Flex Catering Account. Once created, you can go back to menu and put in your order request

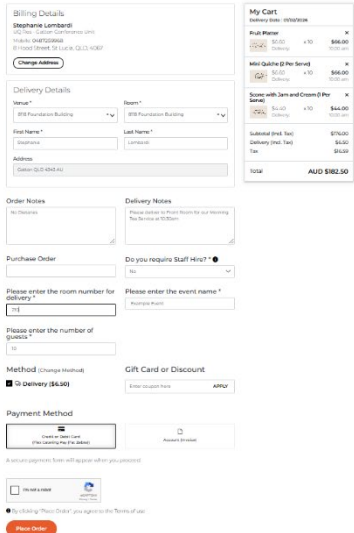


3. Once you've selected your preferred items, go to your cart and ensure you've selected the correct method, date, time and item quantity.



4. Once you're ready to proceed to checkout, ensure you have provided as much detail for your request as possible in order and delivery notes, as well as the delivery/pick up details
5. If you have selected credit card payment, please ensure credit card payments are made at least 2 days prior to your event

**Checkout**

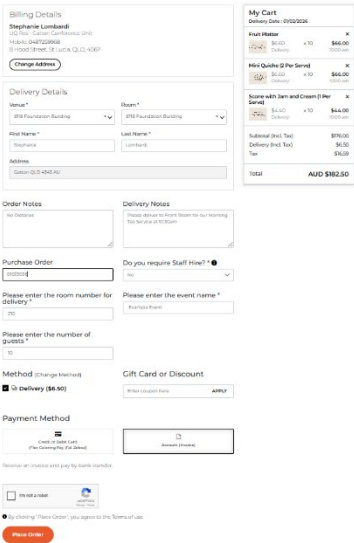


The screenshot shows a checkout form with the following sections:

- Billing Details:** Stephanie Lombardi, 125 The Oaks Conference Unit, 11 Wood Street St, Luton, QLD, 4507. Includes a 'Change Address' button.
- Delivery Details:** Venue: 818 Foundation Building, Room: 818 Foundation Building. Fields for First Name, Last Name, Telephone, and Address.
- Order Notes:** No notes.
- Delivery Notes:** Please enter in your notes for our catering. No notes at the moment.
- Purchase Order:** Field for purchase order number.
- Do you require Staff Hire?:** No.
- Payment Method:** 'Invoice' is selected. Other options include 'Credit or Debit Card' and 'Paypal Payment'.
- My Cart:** Lists items like Fruit Platter, Mini Quiche, and Spicy with Jam and Cream, with a total of AUD \$182.50.

6. If you have selected invoice payment method, and don't already have a purchase order number, create one as close to ordering as possible (at least 3 weeks prior). Please also ensure you list [invoices@uq.edu.au](mailto:invoices@uq.edu.au) as the email for invoices to be sent to

**Checkout**



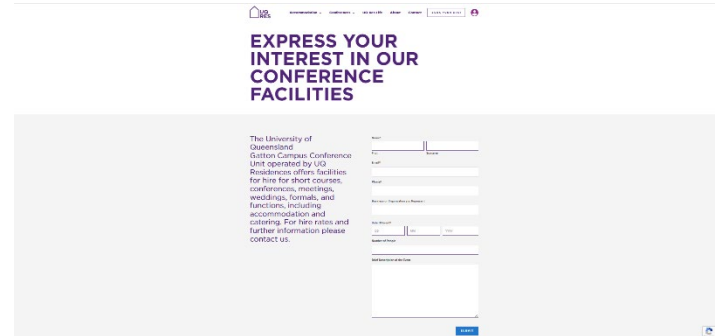
This screenshot is identical to the previous one, but with the 'Credit or Debit Card' payment method selected. The 'Invoice' option is now unselected.

7. Once your order request has placed, Gather will reach out with either a confirmation or they may request for further details/changes
8. If any changes are made, you will need to confirm that you have received these confirmations and/or changes before your request is finalised

*\*Please Note - Orders, Dietaries & Numbers are required at minimum of 1 week prior to your event*

## Room Hire

1. Send all room hire enquiries to our team at [conferences@uqres.com](mailto:conferences@uqres.com) or use our website form at <https://uqres.com/conferences/gatton-conferences-expression-of-interest/>



2. For your initial enquiry, we will be discussing room requirements & availability, capacity restrictions, layout preferences and bump in/bump out times
3. All UQ Bookings will receive a special room hire rate for our conference rooms, per room per day. A base room hire fee of \$50 will be offered to all UQ Staff & Affiliates, which will cover simple cleaning, room set up, tables, chairs, limited white linen and in-room AV screens.

*\*Please Note - If the room is left in a state worse than it was found and requires more than a simple clean, a cleaning fee will be issued.*

*The \$50 room hire fee is a base rate. If you require additional services on top of what is already offered, this fee may increase.*

4. All Final Details are due 2 weeks prior to your event. If your details change within this time, or you request a booking within this time frame, we may not be able to cater for all your requirements
5. On the day of your event, please make your way to the Halls of Residence Office in Morrison Hall to collect the keys to your conference room. If you have any questions or concerns during your event, please contact the Gatton Team at 5460 1215 for onsite support

*\*Information is current for 2026 or unless otherwise advertised*