

Taylors Catering - Frequently Asked Questions

Can fillings be mixed across platters?

Unfortunately, no. We must ensure that we have correct allergen labelling in place for each platter and the fillings per platter are fixed.

Is your chicken Halal?

We buy Red Tractor certified British chicken however this is not prepared in a Halal manner. The chicken in the chicken samosas is Halal.

Do you accept requests for changes to the fillings e.g., removing tomatoes from one filling?

No, the fillings cannot be amended due to labelling.

Do you deliver?

Yes, we deliver within a 5min walk from our shops or 5-10min cycle from our St Giles Shop.

Is there a minimum order for delivery?

Yes, our minimum order for delivery is £40. If you are having a morning and lunchtime delivery both need to meet the minimum order value as they are separate deliveries.

Do you deliver your hot pasta and flatbreads?

No, we are unable to offer hot food deliveries at the moment however this may change in the future.

Can we have any of the platters in the gluten-free rolls?

The only gluten-free platters offered are the two platters advertised on the menu as gluten-free.

Do you provide plates and napkins?

Yes, paper plates and napkins are provided free of charge with each order.

Do you provide cutlery?

Wooden cutlery is provided when salads are ordered, cutlery is not required for the sharing platters.

Is your packaging recyclable?

Absolutely, everything we provide is fully recyclable.

Is there a maximum order?

We will do our best to accommodate all orders, for larger orders of 10+ platters, the more notice we receive the better due to ordering and staffing requirements.

When is the latest we can order?

We do our best to accommodate last minute orders but may not have everything available. To ensure you receive your requested items, 48 hours' notice is best.

Do you take payments over the phone?

No, for security reason we do not accept payments over the phone, you can either pay via our website or bank transfer and details are provided on your order confirmation.

Can we make payment on collection?

We accept payment on collection for orders under £30, above this value, payment will be required in advance.

Do you accept orders over the telephone?

We are happy to discuss your order over the telephone but order requests then need to be sent via email to catering@taylorsoxford.co.uk.

What is provided with hot drinks?

If you request hot drinks tea/coffee it will be a 50/50 split unless requested otherwise.

Is there a minimum order for hot drinks?

Yes, the minimum order is 2 flasks and must be ordered with food platters.

Is there a minimum order for collection?

No, all orders can be collected, big or small.

Can we order picnic bags/platters to use the next day?

No, all items are prepared fresh each morning and we would not recommend using the following day.

Can you deliver if we are further afield than walking or cycling?

We can deliver but would need to arrange a taxi which would be charged back to you. If we deliver by taxi, it would be a 2-way fare as all orders would be accompanied by a member of our team.

Can we arrange our own taxi?

Yes, you can arrange a taxi and they can pick up from our shop.

Can we have a list of allergens?

Of course, all platters will arrive labelled, but we can send allergen information prior to ordering if required.

Can we cancel an order once it is booked?

Yes, providing you contact us by 9am the day before. Cancellations for a Monday need to be received by 9am the previous Friday. Cancellations after 9am will be charged at 50% of the order value and cancellations on the day of delivery will need to be paid for in full. For order over £500, we require 48h notice for cancellation.

Do you offer discounts for large orders?

No, we believe our menu offers great value and that the pricing is set fairly.

Do you offer business credit accounts?

Absolutely, we offer accounts to a variety of business as well as all University Departments, please contact us via email for more information.

If you have any further queries or would like to speak to someone, we are always happy to help. Please call our Head Office on 01865 201635 during office hours or our St Giles Shop on 01865 558853 over weekends.