



Waipapa
Taumata Rau
**University
of Auckland**



Catering Guidelines

February 2026

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Purpose

This document has been developed to provide guidance around the catering and hospitality services at Waipapa Taumata Rau, University of Auckland. It sets out the expectations, requirements, and standards that apply when arranging or delivering catering on campus, helping ensure a consistent, high-quality experience that reflects the University's values of manaakitanga (hospitality), sustainability, and inclusivity.

The guide aims to:

- Support staff, students and clubs to plan and deliver catering that meets University standards.
- Promote safe, sustainable, and welcoming hospitality practices across all University campuses.

Application

This document applies to all University staff, students and clubs who arrange catering for meetings, events, or functions at any University site.

It should be read alongside relevant University policies and procedures, including procurement, health and safety, and sustainability guidelines.

[Alcohol Guidelines](#)

[Safety & Service Guidelines for Bake Sale, Potluck, Food Stalls, Pizza & BBQ](#)

[Event Compliance & Safety](#)

[Events Management Policy](#)

[Goldie Estate](#)

[Health and Safety Policy](#)

[Ministry of Primary Industries Food Act 2014](#)

[Procurement Policy](#)

[Sustainability Policy](#)

Catering at Waipapa Taumata Rau

Introduction

Catering and hospitality contribute to the experience and sense of community at Waipapa Taumata Rau, University of Auckland. Every event - whether a small morning tea, workshop, or formal function - offers an opportunity to demonstrate manaakitanga through thoughtful, inclusive, and sustainable choices.

By following this guide and using approved suppliers, staff, students and clubs help ensure catering arrangements reflect the University's values and provide a consistent standard of service, safety, and quality.

What is catering?

For the purposes of this guide, catering refers to any food and beverage service provided for university activities, functions, or events. This includes, but is not limited to:

- Meetings, workshops, seminars, and training sessions
- Conferences and symposia
- Student, staff, and club events
- Official University ceremonies and receptions
- Hospitality provided for visiting guests, delegations, and partners

University principles

The University expects users to incorporate these [Taumata Teitei principles](#) into catering decisions:

Principle	Meaning	Suggestions for application
Financial Awareness	Making best use of public resources; deciding whether food is needed or reducing quantity.	<ul style="list-style-type: none"> Investigate supplier value for money. Choose cheaper, non-serviced options. Consider coffee and biscuits instead of full catering.
Manaakitanga	To be hospitable and respectful; show generosity and care for others.	<ul style="list-style-type: none"> Ensure food choices respect and welcome guests. Use authentic kai Māori suppliers. Include local produce and showcase talent.
Kaitiakitanga	Stewardship of the environment; reduce waste; sustainable sourcing.	<ul style="list-style-type: none"> Choose food with wide appeal. Plan portion sizes carefully. Redistribute leftovers. Select suppliers with sustainability credentials. Use local suppliers and low-impact foods. Reduce packaging or ensure recyclability/composability.
Necessity	Decide if food is required or reduce amounts.	<ul style="list-style-type: none"> Offer beverages or biscuits instead of full meals to reduce waste and cost.
Safety	Ensure food and beverages are safe and meet hygiene standards.	<ul style="list-style-type: none"> Choose approved suppliers. Follow MPI guidelines.

Approved panel caterers

The University maintains a list of **approved panel caterers** who meet our operational, health and safety, and service standards and are your first point of contact for your catering needs.

These caterers have been through a formal approval process managed by the Retail & Catering Team and are authorised to provide catering across all University campuses.

Benefits include:

- **Delivery:** Knowledge of all University buildings for convenient service.
- **Service:** Trained staff set up, serve, and clean up efficiently.
- **Dietary requirements:** Extensive menus accommodating special diets.
- **Finance:** Direct ordering and journalled charges reduce purchase order needs.
- **Pricing:** Competitive rates reviewed annually.
- **Menus:** Standardised menu selections.
- **Sustainability:** Reusable packaging and waste minimisation.

List of approved panel caterers

Collective Hospitality

Connected to our land, mindful of our impact.

Our philosophy is Aotearoa on a plate: a celebration of whenua, people and place. Our aesthetic is inspired by the untamed landscapes of our motu, and our mission is to serve manaakitanga at scale while leading the way as New Zealand's most sustainable caterer.

The Collective team has been delivering outstanding catering experiences for over 23 years at events throughout Auckland's premium venues as well as in- house tailored solutions for the corporate and business sectors.

We also operate Auckland's most iconic waterside venue, [Orakei Bay](#), only ten minutes from the Newmarket Campus. Orakei Bay offers 50% venue hire discount to University of Auckland customers.

[Collective Hospitality menus, online orders and events](#)

Contact details

Account Manager: Nolwenn Keryhuel

Email: nolwenn.keryhuel@auckland.ac.nz

Phone: 022 463 3566

Catering coordinator/online orders: Rachelle Van Rumpt

Email: rachelle.van.rumpt@auckland.ac.nz

Phone: 022 588 1077

Payment

You are not required to have a purchase order to confirm your order. We will issue a charge details note on confirmation of your order or event.

Deadlines

- Staffed events: 10 working days.
- Delivered catering: up to 3pm, three working days before delivery.
- Last minute online orders (chef's choice packages): up to 12pm the working day prior.

You're always welcome to give us a call - we'll always do our best to accommodate your requests at our discretion.

Cancellation policy

Events:

- Cancellations five working days or more notice: full refund/no charge
- Cancellations within five working days: 20% charge

Delivered catering:

- Cancellations made at least 72 hours before delivery date: full refund.
- Cancellations made between 48 and 72 hours before delivery date: 50% refund.
- Cancellations made within 24 hours will be handled at our discretion: you may be charged for any costs incurred. For any food already prepared, you'll be given the option to receive the food or we will deliver to a charity on your behalf.

Flame Tree

With kitchens based in Grafton and City Campuses, Flame Tree are equipped to support all your catering needs. Their onsite team has extensive knowledge of the rooms, spaces and building regulations across Waipapa Taumata Rau, ensuring every event runs smoothly.

From small office gatherings to conferences, buffets and plated dinners, they cater for all occasions. Their planners are based on campus and are always happy to meet with you to discuss your event and tailor a catering plan to suit your needs.

[Flame Tree menus](#)

Contact details

To place an order: flametree@auckland.ac.nz

Sales and Event manager: Jamie Foster

- 021 241 7679

Deadlines

To ensure the best experience for your guests, placing your order at least seven days before your event is recommended. While Flame Tree can assist with short-notice events, they cannot guarantee to be able to meet your needs if the order is placed less than 48 hours before.

Payment

Flame Tree does not require a purchase order to confirm an order – costs are journalled internally. You will receive a charge details form on confirmation of the quote.

Note: this does not apply to events in Old Government House.

Cancellation policy

Cancellation of catering within seven days of the event will incur a 50% charge for the arrangements to date. Cancellations within 48 hours of the event will incur a 100% charge for the arrangements to date, including ordered and prepared food, and rostered staff.

Great Catering

Modern hospitality. Innovative catering. Authentic experiences.

We are a contemporary hospitality and event catering company that creates authentic events and experiences through food and drink.

For online orders, our Great Catering 'Delivered Boxes' provide mouth-watering, convenient catering. A wide selection of quality catering menus and products carefully prepared and beautifully presented. This purpose-built offering makes great catering simple and easy.

Great Catering has over 25 years' experience, our talented team of hospitality professionals can assist, design and confidently support all of your event catering needs.

[Great Catering menus](#)

[Great Catering 'Delivered Boxes' online orders](#)

Contact details

To place an order, please email: great.catering@auckland.ac.nz

Sales and Event Manager: Marc Chapman

Phone: 021 935 444

Deadlines

We recommend placing orders at your earliest convenience and at least seven days prior to delivery/event date, this will ensure the best possible experience and availability of product. Delivery only orders can be placed and accepted online 48 hours (two working days) in advance.

Payment

You are not required to have a purchase order to confirm your order. We'll issue a charge details note on confirmation of your order or event.

Cancellation policy

- Delivered Catering/Online ordering: [Terms and Conditions](#)
- Full Solution Catering/Staffed Events: [Terms and Conditions](#)
- Any cancellation, postponement or partial cancellation of the Event must be advised to The Great Catering Company (GCC) as soon as possible in the first instance verbally, then immediately in writing.
- In the event of cancellation, postponement or partial cancellation of the Event, GCC will be entitled to a cancellation fee as set out in the agreed terms and conditions.

Approved specialist caterers

Overview

These suppliers have demonstrated their ability to meet the University's operational, service, sustainability requirements. They are another point of contact after the approved panel caterers for any catering requests on campus.

They are generally used when culturally specific events require a speciality food offering.

Using preferred suppliers ensures:

- Consistency and reliability in food quality, delivery, and presentation.
- Streamlined administrative processes for ordering and invoicing.

Best Pacific Catering

Providing you with the very best of Polynesian catering, it is our goal to provide every client with excellent food and service to make your event successful. We will work according to your needs to ensure everyone has a great time.

[Best Pacific Catering](#)

Contact details:

Email: info@bestpacificcatering.com

Phone: 09 278 2112

Blue Rose

Since 2015 Blue Rose Café has been bringing people together through good service, great food and a love for community. Our passion is to craft exceptional Pacific & Māori fusion dishes. Our commitment to using premium ingredients and innovative cooking techniques sets us apart, ensuring a memorable dining experience.

[Blue Rose](#)

Contact details:

Email: robbiebluerose@gmail.com

Phone: 021 376 188 or 021 143 4464 The Hangi Shop

Established in 2000, the Hangi Shop whānau come from a background of market gardening and want to bring their knowledge of a good harvest combined with traditional Māori flavours and contemporary cooking styles to your plate.

[The Hangi Shop](#)

Contact details:

Email: thehangishop@yahoo.co.nz

Phone: 09 276 2267 or 027 241 7994

Whau Catering

We provide authentic and meaningful kai and experiences while delivering quality services for our customers and manuhiri. At the heart of our mission is a genuine desire to bring people together through kai. “Te ipu kai o te aroha – The food bowl of love”.

[Whau Catering](#)

Contact details:

Email: whaucatering@gmail.com

Phone: 021 947 948

When an alternative supplier may be considered

While staff, students and clubs are expected to use the University’s approved panel caterers and approved specialist caterers for all catering services, there may be occasions where an alternative supplier is required.

Alternative suppliers may be granted a **catering exception** in the following circumstances:

- Cultural or religious catering requirements cannot be met by an approved or preferred supplier.
- Specialist or themed events require unique or customised catering.
- Preferred suppliers are unavailable due to event location, timing, or capacity constraints.

In these cases, staff, students and clubs must submit an exception request to catering@auckland.ac.nz before making a booking.

The request should include:

- The reason for seeking an alternative supplier.
- Event details (type, date, location, and number of attendees).
- Confirmation that the proposed supplier meets all relevant University and legislative requirements for food safety, hygiene, insurance, and health and safety obligations.

The Retail & Catering team will review each request on a case-by-case basis to ensure that University standards and compliance obligations are maintained.

Health, safety and food compliance

University responsibilities

The University of Auckland is committed to maintaining a safe and healthy environment for all staff, students and visitors. This includes ensuring that all food and beverages provided on campus are handled, prepared, and served according to the highest standards of food safety and hygiene.

All University members have a responsibility to:

- Comply with the guidelines outlined in this document.
- Ensure that food and beverages are supplied and consumed safely.
- Understand and apply **Ministry for Primary Industries (MPI)** food safety requirements and any other relevant legislation.

Best practice documentation on food safety at the University and legislative requirements can be found on the [Events compliance and safety](#) page.

Placing an order

Approved panel caterers and approved specialist caterers provide extensive menus to support a wide range of event types, from small meetings to large-scale functions.

To ensure a seamless experience:

- **Notice:** Orders should be placed **at least seven days in advance**. For large events, allow as much lead time as possible. Short-notice requests may be accommodated but cannot be guaranteed, particularly if placed less than 48 hours before the event.
- **Menu planning:** Review menus with your caterer to refine options that meet dietary, cultural, and event-specific requirements.
- **Long-term relationships:** Consider establishing an ongoing relationship with a caterer for recurring events. This can provide flexibility with lead times, menu options, and pricing, and allows the caterer to understand your specific needs.

All catering arrangements must adhere to the University's **Health, Safety, and Sustainability Policies**.

Day-of event procedures

On the day of your event:

- **Delivery and setup:** Caterers are familiar with all University campuses and will deliver food and beverages directly to the event location. They will set up service areas, ensuring proper presentation and hygiene.
- **Collection and waste:** At the conclusion of your event, caterers will collect all containers, cutlery, and any leftover food. Waste will be managed responsibly - disposed of, recycled, or redistributed in accordance with University policies.
- **Assistance:** Event staff should remain available to liaise with caterers and address any last-minute requests or adjustments.

Following these steps ensures a smooth experience and allows the focus to remain on your guests and event activities.

Cancellations

Catering cancellation policies vary by supplier. Staff, students and clubs should:

- **Confirm details:** Always check your caterer's specific cancellation terms before placing an order.
- **Plan ahead:** Notify the caterer as soon as possible if a change or cancellation is required. Early notice may reduce or eliminate charges.
- **Financial responsibility:** Be aware that late cancellations may incur partial or full charges for food, preparation, and staff arrangements.

For any questions or guidance regarding cancellation policies, contact the caterer directly.

Tips for a successful catering experience

- Double-check guest numbers and dietary requirements before confirming the order.
- Provide accurate venue details to ensure timely and smooth delivery.
- Keep open communication with your caterer for any adjustments or special requests.

Service and supply of alcohol

Overview

The University of Auckland is **not a licensed premise**. Alcohol may only be served at University events in accordance with legal requirements and University policy.

All alcohol service must be managed by **approved panel caterers** or **approved specialist caterers** who hold a **valid liquor licence**, and only in conjunction with the provision of food. This ensures compliance with the **Sale and Supply of Alcohol Act 2012** and University guidelines.

Staff, students and clubs must obtain written approval from the **Registrar or a nominated representative** for any event where alcohol will be served. Consent is granted on a per-event basis.

Alcohol guidelines can be found in the [Events Management Policy](#).

Caterer responsibilities

Approved panel caterers or approved specialist caterers serving alcohol must:

- Provide **licensed bar staff** to manage service and monitor consumption responsibly.
- Serve alcohol only alongside substantial food to meet legal obligations.
- Ensure service aligns with the duration of the event and does not exceed approved quantities or times.
- Comply with University alcohol and event policies, including safety and risk management practices.

Caterers are legally responsible for the safe consumption of alcohol during your event and must follow all relevant regulations.

Staff, students and club responsibilities

Staff, students and clubs organising events with alcohol should:

- Confirm the caterer is licensed and can provide bar staff.
- Submit a request for alcohol service approval to the **Registrar or nominated representative**.
- Ensure that food service accompanies alcohol throughout the event.

Follow all University policies regarding alcohol consumption and event safety.

Alcohol may not be brought onto University premises by staff, students, clubs or guests without approval, and consumption outside approved areas is strictly prohibited.

Wine provision: Goldie Estate

The University's **preferred supplier for wine** is [Goldie Estate](#), the University's own vineyard.

- Goldie Estate wine is recommended for all University events where wine is served.
- Using the preferred supplier ensures consistent quality and alignment with university sustainability and sourcing standards.

Staff, students and clubs are encouraged to discuss event wine requirements with caterers and confirm quantities in advance.

Other catering options:

Pizza

The University has **Safety & Service Guidelines for Pizza** to support occasions where pizza is a suitable catering option.

- Pizza can be purchased from Needo Pasta & Pizza on City Campus and other recognised pizza chains that operate to a Grade A food safety rating.
- **Maximum limit:** 50 pizzas per event to align with University sustainability goals.
- Staff, students and clubs should refer to the **Safety & Service Guidelines for Pizza** before placing an order to ensure compliance with sustainability and food safety standards.

University retail

The University has a range of **on-campus food and beverage retailers** available for small or last-minute events:

- Suitable for **events with up to 30 attendees**.
- Orders can be collected in person from the retail outlet.
- Retailers **cannot deliver** and may not be familiar with all campus locations.

This option is best for informal meetings, spontaneous gatherings, or when smaller quantities are required.

Self-Catering

Self-catering is **generally not recommended** but may be considered appropriate for:

- Small meetings with **10 attendees or fewer**.
- Pre-packaged food supplied from **supermarkets**.

Restrictions for self-catering:

- Avoid serving fish, deli meats, or dairy products due to higher food safety risks.

Staff, students and clubs using self-catering must still comply with University food safety and allergen management procedures.

Food Trucks

Food trucks are a flexible catering option for larger events or gatherings with a casual atmosphere.

- **Booking:** Contact the **Retail and Catering team** at foodtrucks@auckland.ac.nz for a list of approved vendors and guidance on booking.
- **Locations:** Food trucks can operate at:
 - Newmarket Campus
 - Grafton Campus
 - City Campus
- **Requirements:** All food trucks must meet University health, safety, and sustainability standards, and vendors must be approved and have a current **Use of Facilities agreement** before booking.
- **Minimum Spend:** Consider how many food trucks are required for the number of people attending. Each food truck has a minimum spend requirement, if this is not met, the difference is required to be paid at the conclusion of the event.
- **Payment:** You may choose to pay for a set number of servings or for the attendees to pay the food truck directly.
- **Facilities Fee:** A 10% facilities fee is payable by the food truck to the University if the attendees are paying the food truck directly. This fee is waived if a set number of servings are paid for.

Fundraising events

Bake Sales, food stalls, and BBQs are an important part of University culture and community engagement. Staff, students and clubs organising fundraising events should:

BBQs:

- Contact student groups to book a BBQ on studentgroups@auckland.ac.nz
- All **Clubs** must display their **accredited stall card** authorising the sale of goods. This card will be issued by Student Groups staff upon successful booking of your event.
- Purchase pre-cooked sausages and burgers, etc., which are available from supermarkets.
- Be considerate of food retailers' locations. Avoid setting up directly in front of or across from a food outlet.
- Do not distribute **free food** between **11am - 2pm** to respect on-campus retailers.
- Ensure compliance with University food safety requirements and display the **"Food Production Allergen Disclaimer"** during the event.

Potluck events:

- Limited to a maximum of **30 attendees**.
- Consider how you will keep hot and cold food safe throughout your event.
- Ensure compliance with University food safety requirements and display the **"Food Production Allergen Disclaimer"** during the event.

Bake sale & food stalls:

- All **Clubs** must display their **accredited stall card** authorising the sale of goods. This card will be issued by Student Groups staff upon successful booking of your event.
- Be considerate of food retailers' locations. Avoid setting up directly in front of or across from a food outlet.
- Consider how you will keep hot and cold food safe throughout.
- Ensure compliance with University food safety requirements and display the **"Food Production Allergen Disclaimer"** during the event.

All Fundraising Events:

- Must comply with University food safety guidelines to prevent reputational or health risks.

Sustainability

The University encourages all staff, students and clubs to make **sustainable food and beverage choices**.

Consider:

- **Packaging:** Minimise single-use plastics or non-recyclable items.
- **Waste management:** Plan how leftover food and packaging will be disposed of, recycled, or composted.
- **Supplier choices:** Select caterers using local, seasonal, and low-impact ingredients.

Sustainable catering supports the University's broader environmental goals and ensures that events reflect our values of stewardship and care for the natural world.

- Refer to the [University Sustainability Policy](#) for detailed guidance on sourcing and waste management.

Feedback process

We welcome feedback from all staff, students and clubs to help ensure a high standard of catering service across the University.

- **Direct feedback:** Provide comments directly to the caterer after your event. This helps them understand what worked well and what could be improved.
- **Issue resolution:** If an issue arises during your event, address it with the caterer immediately so they have an opportunity to resolve it.
- **Escalation:** If you are not satisfied with the caterer's response, send your feedback along with any supporting documentation to catering@auckland.ac.nz. Commercial Services will review the matter and work to ensure the University's standards are maintained.

Providing timely feedback supports continuous improvement and helps maintain safe, high-quality, and enjoyable catering experiences for everyone.

Frequently Asked Questions (FAQs)

Q: Why can't I use a caterer who isn't on the approved list?

A: Approved panel caterers have been carefully selected to ensure consistent service, food safety, and compliance with University standards. Using only approved suppliers ensures quality and reduces risk while keeping costs reasonable.

Q: What if my event is below the minimum order amount?

A: Small orders may fall below a caterer's minimum due to high-volume operations and cost-of-service considerations.

- For recurring events, discuss your wider needs with the caterer; they may accommodate small orders as part of a larger service plan.
- For ad hoc or one-off small events, consider using on-campus retail outlets to order food for pick-up.

Q: Can I hire a licensed bar manager and provide my own food?

A: No. Caterers' licenses legally require them to provide both alcohol and substantial food, and to monitor consumption. For more information, refer to the **Alcohol Service Guidelines**.

Q: Can I cater the event myself?

A: Self-catering is **not recommended** due to limitations in food variety, hygiene standards, and administrative workload. Approved caterers can still assist for short-notice events, but options may be limited.

Q: Can I order food supplied by an on-campus retailer?

A: Yes. Retailers may provide food for **informal meetings and events with up to 30 attendees** but cannot deliver orders. Staff, students and clubs must pick up provisions in person.

Definitions

Catering: The planned provision of food and drink at meetings, formal events, conferences, social events, or other gatherings.

Retail: The sale of goods directly to customers in relatively small quantities over the counter or from a leased footprint.

Approved Panel Caterers and approved specialist caterers: Caterers with a managed contractual relationship with the University, committed to university standards.

PAX: Number of persons attending your event.

Procurement Group: Panel of managers, end users, and procurement representatives who advised on the selection of approved caterers.

Third Party: Any business, person, or entity that is not a University staff member, student, or entity.

University: Waipapa Taumata Rau, University of Auckland, including all subsidiaries.

University Members: Staff, students, Council committee members, contractors, sub-contractors, and invitees as defined in section 3(2) of The University of Auckland Act 1961.