Terms of Service

refuel.cafe | Refuel Catering & Facilities Ltd

Version 1.1 | Effective from 13 November 2026

These terms are the contract between you and us when you use refuel.cafe or place an order. Please read them.

1. Who we are

1.1 We are Refuel Catering & Facilities Ltd (company number 15330662), registered in England and Wales.

1.2 Registered office: 35a Shrubbery Road, Bromsgrove, England, B61 7BQ. We are not VAT registered. Contact: hello@refuel.cafe for general enquiries and orders@refuel.cafe for a specific order.

1.3 “You” means the individual placing an order. This service is for individuals, buying for themselves or for named recipients. It is not for businesses.

1.4 You must be 16 or over to order.

1.5 By proceeding with an order you accept these Terms and our Privacy Notice at https://refuel.cafe/privacy.

2. Accounts

2.1 Customers do not need an account. You order with your details. Delivery orders also need a location code.

2.2 Accounts are for our staff and approved administrators only. If you are given one, keep your login and authenticator details secret, tell us at once if they are lost, and use the account only for work we have asked you to do.

2.3 We may suspend or remove an account at any time if we think it is being misused.

3. Ordering and location codes

3.1 For delivery orders you enter a 4-digit location code. Collection orders do not need one. The code tells us which workplace or site to deliver to. Codes are issued by us. If you do not have one, ask us at hello@refuel.cafe.

3.2 Do not share a code outside the site it belongs to. We may change or withdraw a code at any time.

3.3 Your order is accepted when you see the confirmation on screen. We also email it to you. Until then we can decline it, for example if an item is sold out or the location code is not valid. If we cannot accept an order after you have paid, we refund you in full and tell you by email.

3.4 You must give correct contact details. We use them to tell you about your order.

4. Order types

4.1 Standard Delivery: delivery to your location on the same day.

4.2 Collection: you collect from us. You do not need a location code. Collection times are in 15 minute steps and must be at least 15 minutes from the time you order. The last collection time is 30 minutes before we close. The collection address is shown at checkout and in your confirmation.

4.3 Group Delivery: one person pays for an order for 2 to 100 named recipients. The payer is responsible for the order, the names given and the payment.

4.4 Pre-Order: an order for a future date, up to 5 days ahead, in the current Monday to Sunday week, on a day we are open. Available for Delivery and Group Delivery only. See section 7.

5. Cutoff times and collection times

5.1 Each meal has a cutoff time. Cutoff times are set in the app and shown at checkout. We do not accept orders after the cutoff and we cannot make exceptions. If you were charged for an order we cannot accept, we refund you in full automatically and email you. Pre-orders are only available for locations that have a cutoff set.

5.2 Times shown are UK local time.

5.3 If you choose a collection time, please arrive within a reasonable time of it. Food left uncollected for more than 30 minutes after your collection time may be thrown away without refund.

6. Group orders

6.1 The payer must enter each recipient’s name correctly. Recipient names are used for labels and delivery.

6.2 The payer pays the full amount in one payment. We do not collect money from recipients.

6.3 The payer must check the allergen information on our site for each item and pass it to every recipient (see section 10). If an item shows “ask staff”, ask us before you order.

6.4 By giving us a recipient’s name you confirm you are allowed to share it. You must tell each recipient that we use their name only to prepare, label and deliver the order, and that our Privacy Notice at https://refuel.cafe/privacy explains how we handle it.

7. Pre-orders and changing an order

7.1 Hold. When you place a pre-order we do not take payment straight away. Your card is checked and the full amount is held (authorised).

7.2 Charge after cutoff. We take the money after the cutoff on the delivery day. Our system runs this check every few minutes, so the charge may happen a short time after the cutoff. If we take payment late, for example after a system problem on the delivery day, we will email you.

7.3 Manage link. We email you a private link to view, change or cancel your order. Anyone with the link can manage the order, so keep it private. Do not forward it.

7.4 Cancelling a pre-order. You can cancel with the manage link until the cutoff on the delivery day. If you cancel in time, the hold is released, the platform fee is not charged, and you are not charged. Your bank may take a few days to show the money as available again.

7.5 Changing items. Before the cutoff you can add or remove items from your manage page. If the new total is higher, you confirm your card for the new total. We take a new hold first and then release the old hold, so your bank may show both for a few days. If the new total is lower, we take the lower amount. The platform fee stays the same. Same day orders: you can change an order before we start preparing it. If the new total is higher, we take a new payment for the new total and then refund the first payment in full. If the new total is lower, we refund the difference to your card. Your bank may take 5 to 10 working days to show a refund. If the new payment does not work, the change is not made and the original order stands.

7.6 Failed charge. If we cannot take payment (for example the card is declined or the hold has expired), we will email you. We may cancel the order and not deliver it. You remain responsible for any amount we could not collect if we have already prepared your food, unless the failure was our fault.

7.7 Pre-orders cannot be changed or cancelled after the cutoff on the delivery day.

8. Prices, VAT and payment

8.1 Prices are in pounds sterling. We are not VAT registered, so prices do not include VAT.

8.2 The price you pay is the price shown at checkout. We work out the final price on our servers. If a price on the site is wrong, we may cancel the order and refund you.

8.3 A platform fee is added once to each payment, including a group payment. It is shown at checkout before you pay and is included in the total.

8.4 Card payments are handled by Stripe Payments UK Ltd. You can pay by card, Apple Pay or Google Pay. Your card details go to Stripe. We never see or store them. Stripe’s own terms apply to the payment.

8.5 You confirm you are allowed to use the card. We may refuse or cancel an order if a payment looks fraudulent.

9. Delivery and collection

9.1 We deliver to the address linked to your location code, to the point agreed with the site. Delivery times are estimates, not guarantees.

9.2 Someone must be available to receive the order. If nobody is, we may leave it at the usual drop point for that site, or take it back. Handing the order to the site’s reception, staff or the usual drop point counts as delivery to you.

9.3 Risk in the food passes to you when it is delivered or collected. Check your order on arrival and tell us about any problem as soon as you can, ideally within 1 hour.

9.4 Food is made fresh to be eaten the same day. Eat or store it safely and follow any storage advice on the label.

10. Allergens and dietary information

10.1 We list the allergens for each item where we have confirmed them. If an item shows “ask staff”, we have not confirmed its allergens, so ask us before you order. Calories are shown where we have them. Allergen information is printed on the food label. This follows the UK rules on food that is prepared and packed before you order it (often called Natasha’s Law).

10.2 The 14 listed allergens are: celery, cereals containing gluten, crustaceans, eggs, fish, lupin, milk, molluscs, mustard, peanuts, sesame, soybeans, sulphur dioxide and sulphites, and tree nuts.

10.3 You must check. Check the allergen information for each item on our site and read the label on your food before you eat it. If an item shows “ask staff”, ask us before you order. If you or anyone you order for has an allergy or intolerance, tell us before ordering and check with us if you are unsure.

10.4 Our kitchen handles all 14 allergens. We cannot promise any item is free from traces of any allergen.

10.5 Recipes and suppliers can change. The label on your food is the most up-to-date source. Calorie figures are estimates.

10.6 Group order payers must pass this information to recipients.

11. Cancellation and refunds

11.1 If you are a consumer (buying for purposes outside a business), you normally have 14 days to cancel an online order. Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, that right does not apply to goods that are likely to spoil or go out of date quickly. Freshly made food is in that group. Once we accept an order, you therefore cannot cancel it, except as set out in this section and section 7.

11.2 Same day orders (Standard Delivery, Collection and Group Delivery) can be changed or cancelled from your manage page before we start preparing the food (see section 7.5). If you cancel, we refund you in full, including the platform fee, to the original card. We decide when preparation starts. Once preparation has started you cannot change or cancel the order, and you should contact us at orders@refuel.cafe.

11.3 If we cancel an order (for example, an item is unavailable or we cannot deliver), we will refund you in full, including the platform fee, to the original card, usually within 14 days. If you only remove items from a pre-order, the platform fee is not refunded.

11.4 If food is not as described, is unsafe, or arrives wrong or missing, contact us and we will fix it, replace it or refund you, as the case may be. You keep your legal rights under the Consumer Rights Act 2015.

11.5 Refunds go back to the card used. Your bank decides how long it takes to show. We email you when a refund is made.

12. Our liability

12.1 We do not exclude or limit liability for death or personal injury caused by our negligence, for fraud, or for anything else the law does not allow us to limit.

12.2 If you are a consumer, we are responsible for foreseeable loss caused by our breach of these terms. We are not responsible for loss that was not foreseeable.

12.3 If you are a business, we are not liable for loss of profit, loss of business or indirect loss. Our total liability for any order is limited to the price you paid for it.

12.4 We are not liable for delays or failure caused by things outside our control, such as severe weather, road closures, power cuts, supplier failure or problems with Stripe, your bank or the internet.

12.5 Allergen information on the site is only as accurate as the information our kitchen gives us, and cross-contact can happen (see section 10). If you or a recipient has a serious allergy, tell us before you order. Nothing in this clause limits 12.1.

13. Acceptable use

13.1 Do not: use another person’s details or card without permission; give false information; try to get around cutoff times, payment or security; try to access admin areas or other people’s orders; send automated requests or scrape the site; upload

harmful code; or use the site for anything unlawful.

13.2 We may block access, cancel orders or report misuse to the authorities.

14. Intellectual property

14.1 The site, its design, text, logos, menu content and software belong to us or our licensors. You may use the site only to place orders.

14.2 Do not copy, change or reuse our content without written permission.

15. Complaints

15.1 If something is wrong, email orders@refuel.cafe with your order details. We will reply within 5 working days and aim to settle it within 28 days.

15.2 If we cannot settle it, you can get free advice from Citizens Advice (citizensadvice.org.uk). You can also go to court (see section 18).

16. Privacy

16.1 We collect and use your personal data as set out in our Privacy Notice: https://refuel.cafe/privacy. It explains what we collect, why, who we share it with (including Stripe and our email and hosting providers), and your rights.

16.2 We do not send marketing emails at the moment. If we start, we will send them only if you ticked the opt-in box, which is not ticked by default. Every marketing email has an unsubscribe link, and you can withdraw consent at any time.

17. Changes

17.1 We may change these terms, for example to reflect changes in law or in our service. The version on refuel.cafe at the time you order applies to that order.

17.2 We may change the site, menus, prices, cutoffs and order types at any time. Changes do not affect orders already accepted.

17.3 If part of these terms is found to be invalid, the rest still applies.

18. Governing law

18.1 These terms and any dispute about them are governed by the law of England and Wales.

18.2 The courts of England and Wales have exclusive jurisdiction. If you are a consumer living in Scotland or Northern Ireland, you may also use the courts there.