Welcome is an NTU-originated startup focusing on creating a connected F&B ecosystem. **Welcome Cates** is the mobile app developed for diners to discover, order, pay and collect meals from canteens and restaurants at NTU Yunnan Campus.

With **Welcome Cates**, you can choose to have your favourite food delivered to the nearest delivery point, or collect from the vendor in person at your convenience. Track your order every step of the way. Available for lunch, dinner, and afternoon tea.

**NO min order, NO delivery fee, MINIMUM contact, MANY food choices**

**DINE IN / SELF COLLECTION**
at F&B outlets

**DELIVERY**
for pickup at designated collection points

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**Campus Delivery with No Delivery Fee**

Pre-order your meals and collect them from your preferred collection points, collection date and time.

**12 Campus-Wide Collection Points**

- SBS (near SCBE Entrance facing the Quad)
- North Spine (LT19A)
- South Spine (Carpark B near S4-B3A)
- Student Service Centre (SSC)
- Crescent Hall (near Hall Office)
- Saraca Hall (near Hall Office)
- Hall 3 (near Hall Office)
- Hall 4 (near Hall Office)
- Hall 5 (near Hall Office)
- Hall 8 (near Hall Office)
- Hall 14 (near Hall Office)
- North Hill (Nan. Grove Drop-off Porch)
- Graduate Hall 2 (Lv3 Entrance)

**Order Cut-Off Timing**

- Lunch orders cut off at 10:30 am, diner orders cut off at 5:00 pm
- Ready-to-Collect notification from Welcome Cates app provides exact delivery arrival time.

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**Academic Area Collection Timing**

<table>
<thead>
<tr>
<th></th>
<th>SSC</th>
<th>North Spine</th>
<th>South Spine</th>
<th>SBS</th>
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<tbody>
<tr>
<td>12:00</td>
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<td>12:05</td>
<td>12:10</td>
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**Residential Area Collection Timing**

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<tr>
<th></th>
<th>Graduate Hall 2</th>
<th>Saraca Hall</th>
<th>Hall 14</th>
<th>Hall 3</th>
<th>Hall 8</th>
<th>North Hill</th>
<th>Hall 4</th>
<th>Crescent Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>18:00</td>
<td>18:05</td>
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<td>18:30</td>
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Terms and Conditions: 1. This service is brought to you by Welcome Pte. Ltd, a startup supported by NTUitive. Welcome Pte Ltd reserves the right to change the terms and conditions of this service without prior notice. 2. Please allow push notification for real-time order updates. You can adjust this function in your phone settings. 3. Please collect your food on time. For delivery, if the food is not collected within 20 minutes (30 minutes for academic area) after the Ready-to-Collect notification, the uncollected orders may be disposed for consideration of food safety. No refunds shall be made for such uncollected purchases. 4. Order cut-off time might be adjusted based on the order volume. 5. Delivery time may be delayed due to weather, traffic, and/or other unforeseen conditions. 6. Please refer to https://wecome.sg/tandc/ for the general terms and conditions.