

## **GTC**

General Terms and Conditions for catering orders.

### **Applicability**

These General Terms and Conditions govern the legal relationship between Guest / Client / Organizer (hereinafter referred to as "Client") and SV (Schweiz) AG, Catering Werk St.Johann (hereinafter referred to as "Caterer"). In addition to these General Terms and Conditions, further terms and conditions may apply. In case of discrepancy between the order and these terms and conditions, the arrangements in the contract take precedence. The house rules of the individual venues are an integral part of these General Terms and Conditions.

### **Performance**

The Caterer reserves the right to change his performance accordingly in the event of sudden changes in the market supply, such as the lack of goods or huge increase in prices. The Caterer will take into consideration the interests and wishes of the Client and will offer an equivalent service completion.

### **Orders**

Please place your order through to 9.00am on the previous day (working day) of the event.

For major events, from 100 persons, please place your order three working days before the event.

For deliveries, arriving on the following day after 9.00am (and confirmed by the Caterer), the following additional charge will be applied:

- up to 15 persons CHF 30.--
- from 16 persons CHF 50.--

### **Office hours**

Monday to Friday from 8.00am to 4.00pm.

### **Prices**

All mentioned costs are inclusive of VAT and are in Swiss Francs.

### **Late deliveries / delays**

The delivery and service times scheduled with the Client are agreed in any case as recommended times. The Caterer accepts no liability for late deliveries and delays.

### **Changes in numbers of persons and cancellations**

The number of registered persons is binding up to 9.00am one day prior to the event. In case of inaccurate information, the higher number of persons in the contract applies. After the deadline, cancelled events or no-shows are charged fully.

Further changes (when confirmed by the Caterer) will be charged subsequently by the Caterer to the Client. Changes in the number of persons may incur special surcharges.

### **Settlement**

The ordered quantity/number of persons will be charged as agreed in the contract. If a service team member (paid by the Client) is at the event, the Caterer will take sealed beverages back (from the standard range).

### **Liability of the Client**

The Client is liable for damages, even when it is caused by a third party. The Caterer will have the authority to act on behalf of the Client when the Client requires technical or other services provided by a third party. The Client is responsible for the costs of these incurred services. The Client is responsible for the careful handling and proper return of the equipment to the Caterer.

### **Loss and damages of equipment from the Caterer**

At the end of the event, all hired equipment (for example glasses, dishes, cutlery etc.) provided by the Caterer are to be returned in good condition to the Caterer and brought back to the agreed delivery site. The Client is responsible for any loss or damage of the hired equipment, occurred during the event.

### **Terms of Payment**

The invoice issued by the Caterer is in Swiss Francs and settled within 30 days. A discount will not be granted. If the Client wants to settle payment at a cost centre, the Caterer must be informed beforehand.

### **Applicable Law and Jurisdiction**

The applicable Law is Swiss Law and the exclusive place of jurisdiction is Zurich.