

General terms and conditions for on-site catering

We are happy to present our top-notch on-site catering services.
Service and quality are key considerations in our company, as well as fair pricing.

To be able to achieve this, we have drawn up the following terms and conditions that apply to all offers and agreements made by or entered into with Friture Vogels for on-site catering. Dutch law applies to these terms and conditions; any disputes will be adjudicated by the competent court for the district where Friture Vogels has its registered office.

Obligations on the part of Friture Vogels:

- Your application is final as soon as you have filled out the booking form on our website and/or you have made an application by telephone.
- If we can comply with your booking, we will confirm this to you in writing (by e-mail). Should we not be able to comply, we will offer you one or more alternatives. In this event, the booking will be final as soon as you agree to one of these alternatives.
- We have the right to demand a deposit as security upon or after entering into the agreement before we perform or continue to perform the agreement.
- We will deliver the products agreed, unless we run out of a specific product. This may happen as we travel from event to event, if certain products are extraordinarily popular at specific venues. As a result, we cannot be held liable if certain products are not available or are available in limited numbers.
- In principle, we will start cooking at the time agreed. If traffic problems, vehicle problems or other reasons make it impossible for us to start at the time agreed, we cannot be held liable for this delay.
- We cannot be held liable for any failure to comply with our obligations due to *force majeure*.
- An official invoice will be drawn up on the spot.
- All you can eat means eating unrestricted amounts provided that the food is actually eaten and is not being wasted.
- We reserve the right to stop cooking if acts of vandalism occur or if the guests misbehave. This will be fully at the driver's discretion.
- We will respond to complaints appropriately and where possible, we will try to solve any problems immediately.

Your obligations

- Your application is final as soon as you have filled out the booking form on our website and/or you have made an application by telephone.
- You will pay the deposit within the period indicated and you will ensure that Friture Vogels is informed about all relevant details, such as the number of people and the exact location, in good time.
- You will ensure that we can start on time by enabling us to park our vehicle and by providing the necessary assistance to enable the vehicle to be parked and the service to be provided.
- The guests will be at the location agreed on time and you will do your best to ensure that as many guests as possible immediately assemble at the vehicle at the same time, in order to eat.
- You will pay the bill to the driver in cash immediately after we have provided our services.
- We expect you to be aware of all prices and minimum purchase amounts applicable.
- Friture Vogels reserves the right to charge 50% of the total price if the booking is cancelled within the last three days before the time agreed, barring *force majeure*.

- You are and will be responsible for your guests' behaviour. Friture Vogels explicitly reserves the right to recover any loss or damage due to vandalism etc. from you.
- If you have any complaints, you will immediately inform Friture Vogels by phone on tel. +31 (0) 40-2265067 or +31 (0) 6-20274565, by email or via our website: www.friturevogels.nl