

Cloud 50 Terms & Conditions

The orders and deliveries carried out by us are subject to the following terms and conditions. Deviating conditions, particularly those contained in the customer's general terms and conditions, are only valid if they have been agreed in writing in advance.

General Informations

VAIS Group GmbH is a full-service Company with the Brands Gala d'Or and Cloud 50 and provides comprehensive catering and event services to the customer. We do not assume the function of the organiser in any form. The organiser is always the customer or his client and is therefore responsible for the orderly running of the event. We cannot be held liable for any damage in connection with the organisation of the event. The customer/organiser must ensure sufficient insurance cover for property damage and personal injury.

Order

The orders can be placed from Monday to Sunday, 6am to 8pm. The delivery times are from Monday to Sunday, 6am to 8pm. Deliveries outside our opening hours are possible after consultation. Short term orders must be taken by email during the office hours. The acceptance of short terms orders is conditional. For orders placed at short notice or changes to orders:

- Additional fees will be charged for express orders placed at short notice.
 - o + 30% on regular prices less than 12 of office hours before delivery.
 - o + 50% on regular prices less than 6 of office hours before delivery.
 - o + 100% on regular prices less than 3 of office hours before delivery (only Zurich & Bern Belp)
- Changes can be made upon consultation after the order confirmation has been received up to 1 hour before the chauffeur's departure from our production kitchen at the latest. Any additional expenses incurred at short notice will be charged to the client and will be invoiced at + 30% of the order total.

Conditions of payment

We accept direct payment on delivery in cash (Swiss Francs, US Dollars or Euro). We accept major credit cards. Any other form of payment arrangements should be previously agreed.

Cancellation of the order

Cancellation of the order must be made in writing. The following fees will be charged:

- 50% of the total value less than 24 hours before delivery.
- 100% of the total value less than 12 hours before delivery.

If we become aware of credit-reducing circumstances on the part of the customer or if the customer does not fulfil his previous payment obligations, we are entitled to withdraw from the order.

Services & Fees

In addition, we offer the following services.

+ 16% on the total value for administration & airport tax.

- Delivery or Pick-up to/from Handling Agent – CHF 60.
- Delivery or Offload to/from Aircraft by van – CHF 90.
- Delivery by van will be separate charged – CHF 4 / kilometre.
- Waste disposal service per 10 kg – CHF 60.
- Landside Special Acquirements fee – CHF 90 / hour.
- Dish washing service – CHF 90 / hour.

Customs regulation

The final responsibility regarding compliance with any customs regulations applicable at the destination is in the sole responsibility of the passenger. VAIS Group GmbH shall in no circumstances be liable for customs or airline regulations.

Place of jurisdiction

The place of jurisdiction and place of fulfilment for all claims is Zurich.

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