



Terms and Conditions

Office Opening hours

Monday – Sunday 08:00 – 18:00 For weekends, please place or inform us about an order before 14:00 on Friday to avoid a surcharge, due to organizing fresh food and additional staff who underlies the Swiss weekend regulations. We are often in the office after opening hours.

E-Mails and Faxes can be sent 24/7. We regularly check them, but please call us to make sure we have received the order, it can happen that a server does not send the order, due to a technical issue.

National Holidays

Catering orders on National Holidays are only accepted on request. Please inform us latest by 12:00 the day before the holiday.

Special shopping requests

Special shopping requests require additional manpower. This service will be invoiced accordingly. The special items shopped for will be charged with an additional fee.

General delivery and administration fees

A fee of CHF 65.00 (excl. VAT) is charged for delivery per order to the General Aviation Centre at Zurich-Airport or the FBO ExecuJet at Zurich-Airport from 05:30 till 20:00 which includes a detailed invoice (all items single listed). Deliveries outside the General Aviation Centre and FBO ExecuJet will be charged according to their place of destination.

Additional invoices or invoices without a delivery charge will be charged with an Administration fee of CHF 35.00.

Liability

From the moment the customer and/or handling agent accepts delivery, Hubert-Marsden catering is no longer liable for the handling or cooling of the delivered goods.

Prices

All prices are subject to the Value Added Tax (VAT). Invoices will show clearly the added VAT rates as requested by the Swiss Federal VAT Office.

VAT-exempt customers (with a written confirmation from the Swiss Federal Tax Office) will receive all invoices without Value Added Tax.

All prices are subject to change without prior notice.

Payment Conditions

The company's standard term is payment on receipt of order strictly, except for any special accounting arrangements by prior arrangement. Cash payments in foreign currencies (US Dollar, Euros, etc.) are accepted according to the daily bank exchange rate. All other payment methods previously agreed on are in Swiss Francs only. Customers paying in cash should inform the caterer prior to ordering. Credit Card payments are accepted, but have a surcharge of 4.8% of the total value. (this covers also a royalty fee given to the handlers) Please note some handlers do not allow direct billing, as they are liable for the catering delivered and to cover the insurance they only allow the caterer to invoice them and not directly.

Surcharges

A 25% surcharge applies for «same day» orders, starting at 18:00 hrs the prior day and for any deliveries made before 7:00 am. (Swiss night shift regulations require a 25% payment to staff working during the night.) We also add a surcharge of 25% for orders and/or additional items requested after 14:00 on Friday for Saturday and Sunday orders (due to Swiss weekend regulations).

Express orders

Orders and/or additional requests, received 6-2 hours prior to the delivery time will be charged with a 50% surcharge.

Orders and/or additional requests, received 2 hours prior to the delivery time will be charged with a 100% surcharge.

Cancellation Fees

In case of partial or full cancellation, we invoice as follows:

For orders cancelled on the prior working day until latest 16:00 hrs, we only charge special items that were purchased explicitly on the client's request.

Any orders cancelled later than 16:00 hrs on the day prior to delivery, are payable in full.

All cancellations must be in written form (fax or e-mail) to Hubert-Marsden Catering. Cancellations by phone are not accepted.

Force Majeure

Hubert-Marsden Catering is not liable for whole or partial non-performance or suspension of its obligation as a direct or indirect result of labour strikes, fire, flood, inability to obtain material, traffic jam, accident, breakdown, war, insurrection, riot, bad weather conditions, government acts or regulations or any other cause (whether or not of a likely nature) beyond the company's control. In the event of cancellation by Corporate Catering, any sum already paid by the customer will be refunded.

Data Protection

All data given to us such as name, address etc. is solely used for processing your order and is not disclosed to any third party.

Arbitration

In case of any objections, the Commercial Court of Bülach, Switzerland is used for arbitration.

These terms and conditions are subject to change without prior notice.

Place of Origin for meat, fish, and eggs

Due to daily shopping, our fresh products can originate from all over the world, the below mentioned countries are a guideline. You are welcome to ask us about the origin once purchased.

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|------------|-------------------------------------|
| Beef | Switzerland, USA, Brazil, Ireland |
| Veal | Switzerland |
| Lamb | Switzerland, New Zealand, Australia |
| Pork | Switzerland |
| Duck | France |
| Chicken | Switzerland, Brazil |
| Eggs | Switzerland, Europe |
| Dried cold | |
| Meats | Switzerland, Spain, Italy |
| Shrimps | Canada |
| Salmon | Scotland |