

General order, delivery and payment information for the exhibitor services of Capital Catering GmbH

1. Contact

Exclusive contact for all order processes and arrangements is our exhibitor service team.

It can be reached as follows:

Phone: +49 (30) 3038 1952/2993

Fax: +49 (30) 3038 91 2993

Email: cateringservice@capital-catering.de

2. Pricing and Service:

Prices for exhibitor services are delivery prices only and do not apply to conference rooms, halls, lounges or other areas outside the general exhibition area.

Additional services such as set-up and takedown service, gastronomic staff such as service personnel, logistics experts, and barkeepers are not included in the regular scope of services and must be ordered separately.

3. Orders & order deadlines:

The general deadline for ordering food, beverages, and equipment is 10 business days prior to the event.

The deadline for personnel services is 21 business days prior to the event.

Food must be ordered within the given deadline for all days of the event.

We offer a limited food selection for any orders made after that deadline. Please inquire about this directly with our exhibitor service team via phone or email.

4. Follow-up orders:

Follow-up orders for the following days must be made a day before by 12 noon via telephone or email.

Follow-up orders for the same event day can be made during the opening hours of the exhibitor service.

Please expect a delivery time of 2-3 hours; for any fresh produce the delivery time might be longer.

5. Special items:

Special items are any items not listed on the order form or in the online shop of CGG's exhibitor service.

These items have individual order deadlines, depending on the product.

We recommend to request such items at least 4 weeks in advance.

Returns, changes in quantity, or late orders made beyond the original order for special items are not possible. This applies to all product groups within the food and beverage assortment. A cancellation fee of 100% applies to all these article groups.

6. Deliveries, delivery content, delivery acceptance:

The customer ensures the delivery to be accepted and receipted at the agreed upon time by a person determined by the customer.

Should neither the customer nor the person determined by the customer be available at the agreed upon time, the delivery will be made at a later point convenient for us. We reserve the right to charge a fee of up to 50.00€ for each additional delivery attempt.

6.1 The delivered goods are to be checked for completeness upon acceptance of goods by the customer. The customer/recipient of goods confirms the completeness and accuracy of the delivered goods with their signature; later complaints with regard to completeness and quality of goods are not accepted. Missing quantities are to be reported to the exhibitor service team directly.

If there is no signature confirming receipt of goods, CGG reserves the right to take back the goods and charge them in full. Relevant for the invoice is the signed contract or confirmation of order by the customer.

6.2 With the acceptance of goods by the customer according to 6.1, any and all responsibility regarding loss, damage, decrease, or deterioration of ordered goods passes over to the customer.

7. Returns:

Items with a deposit are to be returned in full in the appropriate containers.

Incomplete containers will not be considered as deposit containers, and thus the deposit will not be refunded.

Any deposit article returned is to be confirmed in order to be considered in the final invoice, otherwise, the deposit may not be credited.

The customer is responsible to receive a receipt for any deposited items. Please contact our delivery personnel directly.

Unless otherwise agreed upon, the return of goods for sale on commission is not possible.

7.1 Tableware and equipment are to be returned in full in the containers received at delivery.

Please make sure that tableware is returned sorted and in impeccable condition.

7.2 We are not able to make appointments at the end of the event for the return of any goods rented.

Rented goods will be returned within 24 hours after the end of the event by our delivery personnel.

The customer is under the obligation to exercise diligence and keep rented items for 24 hours after the end of the event.

We reserve the right to count any rented goods after the event and charge any losses or damages in a separate invoice.

8. Extra fees:

We charge a delivery flat rate of 30€ for each booked delivery day, with the exception of staff bookings.

For any single order below 60.00 EUR net we charge a delivery fee of 10.00 EUR plus the current VAT.

We reserve the right to charge a late fee of 10% of the entire order sum for late orders outside of the general order deadline (in accordance with article 3).

Any legally applicable fees for personnel services are charged to the customer in their entirety.

This applies to German national holidays in Berlin & Brandenburg as well as nighttime pay for any services rendered between 10 pm and 6 am.

9. Payment, invoice, event of default

The customer must give the preferred billing address if it is different from the customer's address.

Any changes in company information, billing address, or contact partner, as well as important payment information and billing details pertaining to paying the invoice are to be given by the customer at the time of order at the latest.

Should there be a late payment by fault of the customer due to missing information regarding the above, we reserve the right to charge a processing fee according to efforts involved.