

TERMS & CONDITIONS

The success of your function is of primary importance to us and to ensure the best communication with our clients we do ask you to review our terms and conditions of business. If any matter is unclear please contact us.

Payment Terms

1. Letter of confirmation will be sent out following client's initial enquiry. This letter should be signed and returned to us within 14 days from the date of the confirmation letter together with a non-refundable deposit. Upon receipt of the signed letter and the deposit we will issue a final confirmation.
2. The party to whom the letter of confirmation is addressed is fully responsible for the entire amount of the reservation.
3. Upon the receipt of the letter of confirmation, you are responsible for checking the correctness of the details mentioned in the letter of confirmation.
4. Reservations cannot be accepted from persons younger than 18 years at the time of booking.
5. We ask you to confirm number of participants. Any decrease in numbers after that time will not be accepted and full charge will be made. If the actual attendance is greater or any other extra services are required that have not been pre-arranged it will be included in the final invoice, which will be sent after the completion of the event.
6. In order to guarantee your reservation we must receive a deposit of 50% of the total booking amount at least 14 days prior to the event. The outstanding balance of the reservation cost must be received by us not later than 14 days after the date of the Invoice.
7. All accounts are due for payment within 14 days of the final invoice date unless agreed otherwise. Interest will be charged on overdue payments at the rate of 1% above prevailing bank rate.
8. All invoices will be charged in EUROS (!)
9. Payments should be made either by cash or bank wire transfer. Client is to assume the costs of all money transfers.
10. VLADO reserves the right to refuse bookings without explanation.

Cancellation by you

1. Any cancellation by you, for whatever reason, should be made in writing and sent by registered mail to:
VLADO-Catering
Vlado Skovrlj
Hofwijckstraat 30/ 3
1055 GH Amsterdam
The Netherlands
2. Cancellation by you 30 days or more prior to the date(s) previously confirmed and letter of confirmation signed, will be subject to cancellation charges amounting the total of the deposit paid.
3. Cancellations received within 30 days prior to the date(s) confirmed and letter of confirmation signed,

or during those dates or if VLADO cancels the booking due to non-payment, will be subject to cancellation charges amounting the costs of both deposit and outstanding balance of the total amount of the booking.
4. It is recommended that Cancellation or Wedding insurance should be obtained for any function you should request.

Alterations and Cancellation by VLADO -Catering

1. In the unlikely event that is necessary to make an alteration to or cancel the reservation, we will inform you as soon as possible and, if requested, will try to arrange an alternative or similar type of service as originally requested. If that alternative is not acceptable by the client, VLADO will refund in full all the monies paid and shall be under no other liability.

Security and Valuables

1. VLADO cannot be held responsible for the loss of valuables left in the areas where providing services takes place, both indoors and outdoors, or in whatever area where Vlado or member of its staff is working.
2. VLADO advises you to checkout conditions of your insurance.

Conditions of service

1. VLADO is responsible for executing the plan of action for services required and confirmed in the letter of confirmation by the client, when Vlado himself finds it appropriate and convenient.
2. Space available for implementing those services should be available only for VLADO or member of its staff and free from other activities on dates agreed with client and approved in the letter of confirmation.
3. VLADO reserves the right to hire one or more staff members for assistance.
4. Space available, all appliances, equipment, dishes, utensils and everything else necessary to successfully complete services stated in the confirmation letter should be inspected and approved in advance by VLADO in order to guarantee your reservation.
5. Space and appliances/ equipment/ dishes approved by VLADO in its inspection should be operational, cleared up, clean and ready for use on dates approved in the letter of confirmation in order to guarantee your reservation.
6. VLADO cannot be held responsible for any other service hired by the client in connection to its own service on given dates, approved by the client and confirmed in the letter of confirmation.
7. VLADO cannot be held responsible for damaged or broken appliances, equipment, dishes, glasses and /or all other objects used in the process of executing services required. VLADO advises you to check your insurance and discuss liability with your insurance company.
8. VLADO does not take any responsibility for any loss or damage to personal property of clients and their guests.
9. VLADO reserves the right to alter the price, change or replace any item of food that is unavailable or out of season with the suitable alternative informing the client as soon as possible of such change.

10.Prices quoted do not include the provisions of tables, chairs, and flower arrangements, entertainment equipment etc- these items can be arranged but at an additional price.

11.Prices quoted do not include monetary or any other form of compensation for renting the space, tent or any other location, car for shopping goods necessary for the completion of the service(s), utility costs or any other operational costs.

Liability

1.VLADO shell not be responsible for the death or personal injury of you or any person in your party unless this results from the gross negligence or deliberate misconduct.

2.VLADO shell not be liable for any loss, breach or delay due to any cause beyond our reasonable control, including though not limited to act of God, explosion, flood, tempest, fire or accident, war or threat of war, civil disturbance, acts, restrictions, regulations, by-laws or measures of any kind on the part of any governmental or any local authority, strikes lock-outs or other industrial actions or disputes or adverse weather conditions.

3.In case of any such event, VLADO shell be entitled to treat the contracts as discharged. In the event of such discharge, our liability shell be limited to the return of sums paid to us in the respect of the unused portion of VLADO services.

V L A D O-Catering

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