



CONDITIONS AND TERMS OF DELIVERY

Office opening hours

Monday to Sunday 05:45 – 18:30h

Surcharges

For deliveries outside the normal working hours of 05:45 – 18:30h a surcharge of 25% and extra manpower costs in accordance with the Swiss night shift regulations will apply. A 25% surcharge also applies for orders received by us after 17:00h the day before delivery.

Express orders

For orders requiring an expedited service the following surcharges will apply:

- Orders received by us 6 to 2 hours before delivery 50% surcharge
- Orders received by us 2 hours or less before delivery 100% surcharge

Orders for items which need to be purchased specially

Orders which we need to shop for specially need extra manpower and will be charged according to expenditure of time. In addition, the items shopped for are subject to an extra charge.

Standard administration and delivery fees

We ensure that all our products are delivered chilled to the aircraft and in accordance with the HACCP (Hazard Analysis and Critical Control Points) principles. A fee is levied on each separate delivery:

- Delivery fee for orders up to CHF 50.00: CHF 20.00
- Delivery fee for orders up to CHF 100.00: CHF 35.00
- Delivery fee for orders over CHF 100.00: CHF 65.00
- Delivery fee for orders over CHF 200.00: CHF 75.00
- Delivery fee for orders over CHF 500.00: CHF 95.00 to CHF 120.00
- Additional deliveries CHF 20.00 to CHF 35.00

Liability

The Liability of Henris Inflight Catering for the cooling and handling of goods expires on handover to the customer.

Prices

All our prices are listed excluding VAT. We cannot guarantee that prices charged at the time of delivery will not differ from those listed, and prices depend also on which supplier we use to complete an order.

Terms of payment

We will either pass the bill on to Alpar Ltd., the handling agent Berne-Belp airport or invoice the customer directly. Time allowed for payment is 30 days net. If you wish to make a payment to us in a currency other than Swiss Francs (CHF) please make prior arrangements with us or with the handling agent.

HENRIS INFLIGHT CATERING

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Cancellation charges

A cancellation of an order or part thereof must be made at least 24 hours before delivery in writing, by fax or email. If an order is cancelled before 14:00h on the last day before delivery, we will only charge for items that we had to buy specially or for items that are not part of our usual assortment. Orders cancelled later than 5 hours before delivery will be charged in full.

Belp, 1st of May 2011