

# General Terms and Conditions

of Delivery and Payment in our webshop

(July 2024)

[» Download Terms and Conditions](#)

## Consumer information:

The European Commission provides a platform called Online Dispute Resolution. The Online Dispute Resolution website is an official website managed by the European Commission dedicated to helping consumers and traders resolve their disputes out-of-court.

You will find the link below: <http://ec.europa.eu/consumers/odr>

Contact by email: [info@aramark.de](mailto:info@aramark.de)

## 1. Contractual Partner

Your contractual partner is

### Koelnmesse GmbH

represented by the caterer:

### Aramark Restorations GmbH

im Hause Koelnmesse GmbH  
Deutz-Muelheimer Strasse 109  
51063 Cologne

Phone +49 221 284 8584

E-Mail [vertrieb.koelnmesse@aramark.de](mailto:vertrieb.koelnmesse@aramark.de)

[www.catering-koelnmesse.com](http://www.catering-koelnmesse.com)

[www.aramark.de](http://www.aramark.de)

## 2. Scope of Application

These Terms and Conditions shall apply to the whole business relationship between us and you as the ordering party, as well as to (additional) orders placed verbally, over the telephone, in writing or by email. You can download and store these Terms and Conditions by clicking on the symbol "GT&Cs.pdf".

## 3. Technical Steps

The following technical steps shall lead to a purchase order, resulting in a binding contract between you and us: from the products or services offered, you choose the products or services that you wish to buy or rent, along with the required quantities,

for an event and a time chosen by you. You place these products or services in the shopping basket by clicking on the shopping basket symbol next to the product or service concerned. You can view the content of the shopping basket at any time by clicking on the shopping basket symbol. In the shopping basket, you can alter or delete the quantities indicated. By clicking on the button "Go to order details" you will be forwarded to the registration site where you can fill in your company details or, if you are a registered customer already, log in with your email address and password. After you have registered or logged in, you will be prompted to enter further event details. Depending on your selected method of payment, you will be asked to provide your full payment details to us. These details are required to complete your order and will be deleted by us once the event has ended. By ticking the corresponding field, you confirm that you have read and accept our GT&Cs.

By selecting the option "Check order" you will be forwarded to the final overview of the event details that you have entered, as well as to your shopping basket.

By selecting the option "Place order and pay now" you complete the ordering process. You will then receive an email from us, accepting your offer and setting out once again the details of your order. With this step, a binding contract is entered into between you and us.

The contents of the contract will not be stored by us and will no longer be retrievable after the ordering process has been concluded. You will be able to print your order details immediately after your order has been completed.

#### **4. Order Quantities**

The minimum order quantities for selected products as well as the minimum attendance periods for our staff will be shown once you select a product or attended services during the ordering process.

Additional orders may be placed with our on-site staff members, or by calling our service hotline on +49 221 284 8584.

#### **5. Lead Times**

Orders must be placed before 12:00 noon on the day prior to delivery. Lunch boxes must be ordered at least four work days in advance.

Additional orders for beverages may also be placed during the event period.

Staff members for attended services may be ordered according to availability, at least 24 hours in advance for the following day.

We will do our best to deliver additional orders as quickly as possible. However, orders booked in advance will always be prioritised.

## **6. Delivery, Electricity, Returned Goods, Collection**

Deliveries will be made during the pre-selected time slots. Please ensure that you are available to accept the delivery at your trade fair stand at the agreed time and confirm receipt of the goods. If our staff member can't locate a suitable contact person at your trade fair stand at the agreed delivery time, the goods will be left at the stand. In these cases, the delivery will be considered fulfilled. We will not be held responsible for theft or damage to the goods at your stand.

If an on-site supply of electricity is necessary for rendering our services, we are entitled to use all electricity outlets existing on the Koelnmesse premises. If your catering area is outside of easily accessible electricity outlets, we will inform you about our electricity requirements, and it will be your responsibility to arrange the electricity supply through the Koelnmesse exhibitor services.

It is not possible to return food products to us. In the case of beverages, only complete crates and containers (no partial crates, no single bottles) may be returned and refunded. These will be collected by us at the end of the event. Should the value of returned beverages exceed 50% of the beverage order value, an additional operating expense of 50 Euro will be charged to your account.

Non-standard beverages that we have sourced at your special request are not refundable.

Missing empties (bottles, containers and crates) will be charged to you at the deposit value.

Rental products (crockery, appliances and so on) will be collected by us at the end of the event. Damaged or missing rental products will be charged to you at cost price.

## **7. Logistics Fee**

A logistics fee in the amount of 45.00 Euro applies per delivery.

## **8. Prices**

The prices that you are asked to pay (plus value-added tax) are the result of those product prices specified in the order forms and the order quantities selected by you, in the case of rental products considering the actual rental period, and in the case of staff requisitions considering the actual attendance periods. In the case of rental products and staff requisitions, the minimum rental periods and attendance periods respectively will be charged.

All deliveries and services rendered under these terms and conditions are rendered locally, therefore the mandatory legal VAT rates will be applied.

## **9. Payment**

Services with a net value of up to 1000.00 Euro can only be paid for by credit card or PayPal.

From an order value of 1000.00 Euro net, an invoice can also be issued, provided that the invoice address of the company is in Germany.

If you require certain details (internal order numbers, cost centers, etc.) on the invoice, we must be informed of this before the event.

We will send out invoices by email or by mail delivery to an address specified to us before the invoice is issued.

Should you wish to change details on your invoice after it has been issued, you will be charged an additional administrative fee of 7.50 Euro net.

## **10. Cancellation**

Cancellation of your order can be made free of charge up to 24 hours before delivery. After this, your order is charged at the full rate. Payments that have already been processed will be refunded. A blanket fee of 3.00 Euro per transaction will be deducted from the refundable amount to compensate for potential fees of your payment provider.