Terms & Conditions

Booking confirmations

1. All bookings must be confirmed in writing by the Client.
2. A non-refundable deposit (usually 50%) is required upon booking to secure the booking on the date of your event. If the event will take place within 2 weeks, the total amount will be due upon booking.

Booking Deposit

1. The booking deposit will be invoiced to the client once details of the booking are agreed. This deposit will be deducted from the total costs (please see our Payment terms below).
2. Payment methods available include bank transfer, cash, debit card or credit card.

Payment of final invoice

1. The final invoice will be sent to the client, with all costs included, less the deposit already paid by the client.
2. Payment is due within 14 days of date of invoice or in advance of the event, whichever is sooner. Late payments will incur a charge of 5% up to 15 days late and 10% thereafter.

Changes to a booking

1. If the client wishes to change a booking, they must contact Mountain Thyme. We will confirm if the change is possible. If it is possible we will let you know about any changes in price, timings or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.
2. Final numbers of participants/guests must be given 7 days in advance of the event. Changes after this will be invoiced in addition.

Cancellation

1. In the unfortunate event where a booking must be cancelled by the client, confirmation in writing must be provided to Mountain Thyme. The deposit will be retained.
2. If the client cancels an event with less than 48 hours' notice, full payment is owed to Mountain Thyme.

Dietary Requirements and Allergies

1. Mountain Thyme endeavours to accommodate special dietary requirements or allergies if informed of them at the time of booking. We cannot, however, guarantee the complete absence of trace amounts of allergens in our products, since they are regularly in use on our premises.

Clients' Food and Drinks

1. We accept no liability for any food or drinks supplied by another caterer (or food supplied by clients themselves) in addition to those arranged by Mountain Thyme.

0041 (0)27 565 2206
info@cookinthealps.com
Box 4.1, Route de Mauvoisin 83B, 1947 Versegères, CH
www.mountainthyme.ch

Client use of Mountain Thyme's property and clients' personal property

1. The client agrees to pay for any loss or damage to any equipment, crockery, cutlery or glassware supplied by Mountain Thyme for the event.
2. All equipment hired from Mountain Thyme must be returned within 7 days.
3. Mountain Thyme will not be held responsible for the theft, loss or damage to any personal effects of the client.

We are not responsible for delays outside our control

1. If our supply of the products is delayed by an event outside our control, then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for costs to the client arising from the delay.

Delivery/collection

1. Customers are required to provide clear delivery instructions and a contact number that will be in use at the time of delivery. If, for any reason, the delivery cannot be made at the agreed time and location, we will take your order back and retain it for the next 24 hours during which time you can call us to request re-delivery at an additional charge or to arrange personal collection from our Mountain Thyme premises.
2. We cannot be held liable for any damages to products after we have delivered them, and Mountain Thyme staff have left. If products are collected from us, we cannot be held liable for any damages to them once they have left our premises. Any vehicle used for collection should have a flat surface and be clean and tidy. This is the responsibility of the client. Products can be fragile, so we advise clients to drive slowly and carefully.
3. We will always endeavour to deliver within the given time slot, however unfortunately delivery timings cannot be guaranteed. Refunds for delayed deliveries will be at the management's discretion.

Required information for deliveries

1. We need certain information to make deliveries or bring products to venues/premises. The full address, access instructions, as well as codes or keys, must be provided by the client well in advance of the delivery date, in addition to a telephone number that will be contactable at the time of delivery. If we do not receive this information, or if you give us incomplete or incorrect information, we may either cancel the delivery or make an additional charge to compensate for any extra work that is required as a result. We are not responsible for late or incomplete deliveries if this is caused by lack of information provided by the client.

Force Majeure

1. Mountain Thyme shall incur no liability to the client if performance of the contract is prevented or hindered by any case beyond Mountain Thyme's control and in particular by act of fire, flood, subsidence, sabotage, accident, pandemic, strike, or lock out and shall not be liable for any resulting loss or damage there from suffered by the client.

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