Scrumptious, exquisite and utterly unique

Terms & Conditions

Booking confirmations
1. All bookings must be confirmed in writing by the client.
2. A non-refundable deposit of 50% is required to secure the booking for the date of your event.

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

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 one week's 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 supplied by another caterer (or food products supplied by the clients themselves) in addition to those supplied 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

1. The client agrees to pay for any loss or damage to any equipment, cake stands, cake cutting utensils or anything hired or borrowed from Mountain Thyme
2. Any equipment hired from Mountain Thyme must be returned to Mountain Thyme within 3 days of the event. Charges will apply for late return of equipment and/or transport costs will be levied if responsibility for retrieval falls to Mountain Thyme.

We are not responsible for delays outside our control

1. If our supply of the cake 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 all the steps we are able 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 Mountain Thyme's premises.
2. We cannot be held liable for any damages to cakes after we have delivered them or delivered and set them up, and Mountain Thyme staff have left the venue. If cakes 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. Cakes are very 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.
4. Once delivered and set up (especially if outside), cakes will react to the temperature. In humid weather there is the possibility of sugar decorations dissolving, which is also the case if fondant icing is put in a fridge. If the air temperature is above 20c there is a risk that the buttercream that holds the cake together can also melt, making the cake unstable. All cakes should be kept in a cool, dark and non-humid environment if being stored for any length of time (a cave is ideal).
5. Non-edible ingredients/decorations: Cakes may contain non-edible items or decorations, such as dowels in tiered cakes, pins securing ribbons or wires and cocktail sticks in some sugar flowers & figurines. These must be removed before serving or eating.
6. Please note, we do not provide cake stands, tables, tablecloths or cutting knives as standard. These can be hired if required. A hire fee and sometimes also a deposit are required in advance. It is the client's responsibility to return the clean cake stand(s) after hire to our address within 3 days. Any deposit will not be refunded in the event that the stand/s is/are damaged, or not returned within 3 days. We are not liable for any damages that occur to the cake stand before we receive it back.

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. If the venue or premises is not on the main road and access is complicated to find or enter, then full, clear instructions must be given in advance of the delivery date.

2. A contact telephone number is needed for our delivery driver, which can be used at the time of delivery if we run into any difficulties. 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 time that is spent 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, strike, pandemic, federal or cantonal restrictions, or lock out and shall not be liable for any resulting loss or damage suffered by the client.

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