Terms & Conditions

Booking confirmations

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

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, cash, Twint, 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 at the initial number given.

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.

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

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 additional to those arranged by Mountain Thyme.

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

1. 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 we are affected by delays 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.

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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