

## I. GENERAL

### I.1. Scope

These General Terms and Conditions of Business of Panoramic Gourmet AG (limited company), with registered office in Chur, shall apply to all bookings with Panoramic Gourmet AG and its partners. In booking with Panoramic Gourmet AG, the customer acknowledges the validity of these General Terms and Conditions of Business.

## II. MEAL RESERVATIONS

### II.1 Groups of 10 or more people

A reservation at least 10 days in advance is obligatory for groups of 10 or more people. Meals cannot be served to groups without a reservation. We reserve the right to amend the service times and menus for organisational reasons.

## III. PAYMENT TERMS

Panoramic Gourmet AG services are billed in Swiss francs (CHF). Panoramic Gourmet AG shall be entitled to amend prices at any time and to request advance payment from customers. Statutory taxes and duties shall be charged separately and may also result in amendment of the prices at any time.

### III.1 Payment by credit card

When paying by credit card (VISA, Mastercard, etc.), the credit card number, expiry date and card verification value (CVC) number must be given.

### III.2 Payment by invoice

The customer is obliged to pay the sum invoiced by the agreed deadline. When the deadline has expired, the customer shall automatically be in default and shall pay default interest of 5%. Panoramic Gourmet AG (limited company) shall be entitled to request payment on account, payment of a guarantee deposit or provision of a credit card number. Complaints about invoices must be directed in writing to Panoramic Gourmet AG in Chur within 10 days of receipt of invoice. Complaints after this date will no longer be considered.

### III.3 Vouchers

If Panoramic Gourmet AG customers acquire vouchers for its services, the service must be used by the expiry date printed on the voucher at the latest. There will be no cash substitute for vouchers and they cannot be exchanged or refunded.

### III.4 Customer's obligations

The booking details requested by Panoramic Gourmet AG at the time of booking must be given in full and be correct (e.g. first name and surname, current address (not a PO box) and telephone number, credit card details and a valid e-mail address).

## **IV. REFUND AND CANCELLATION**

### **IV.1 Refund**

If the customer has booked a service but is not present on the agreed date or otherwise does not use a product or service, the customer has no claim to discount, reduction, substitute service.

There shall also be no entitlement to refund or extension in the event of illness, accident or interruption to operations, with the exception of IV.3 below.

### **IV.2 Cancellation by the customer**

Generally, the following cancellation terms shall apply to groups of 10 or more people:

The following cancellation fees shall be charged if booked services are not cancelled or partly cancelled in time. Receipt of your written notification sent to [gruppen@panoramic-gourmet.ch](mailto:gruppen@panoramic-gourmet.ch) shall be authoritative for determining the date of cancellation or amendment. The next working day shall apply at weekends (Saturday/Sunday) or on public holidays.

Cancellation, non-appearance and reduction in number of group participants:

Free of charge up to eight days before the date of travel

From seven days before the date of travel or non-appearance of the group, the cost of the booked service in full

### **IV.3 Cancellation by Panoramic Gourmet AG**

If Panoramic Gourmet AG has to cancel a booked service due to an event that cannot be ascribed to force majeure, the customer shall have the choice of a comparable alternative (if available) or a refund. There shall be no duty of compensation in the event of force majeure.

### **IV.4 Insurance**

We recommend that customers take out travel, accident and/or cancellation insurance.

## **V. CONCLUDING PROVISIONS**

### **V.1 Coming into force**

The GTC shall come into force on 1 November 2022.

### **V.2 Reservation office opening hours and contact information**

Monday–Friday	09.00–12.00 and 14.00–17.00
Saturday, Sunday, public holidays	09.00–12.00

In mid-season (November) closed on Saturdays, Sundays and public holidays. The right to change opening hours is reserved.

## Contact information

Panoramic Gourmet AG  
Gürtelstrasse 20  
Postfach 516  
7001 Chur, Switzerland

Tel. +41 (0)81 300 15 15

Tel. +41 (0)81 300 15 16

[info@panoramic-gourmet.ch](mailto:info@panoramic-gourmet.ch)

[www.panoramic-gourmet.ch](http://www.panoramic-gourmet.ch)

### **V.3 Applicable law and jurisdiction**

But for any operation of law this agreement shall be subject to Swiss law. Disputes arising from this agreement shall be subject to the jurisdiction of the ordinary courts at the registered office of Panoramic Gourmet AG, in Chur, Switzerland. In the event of ambiguities in foreign-language versions, this German version shall be authoritative. The General Terms & Conditions (GTC) of Panoramic Gourmet AG shall also apply, if these GTC do not take precedence because of their speciality. All correspondence should be directed to the following address:

Panoramic Gourmet AG, Gürtelstrasse 20, Postfach 516, CH-7001 Chur, Switzerland.

