

General terms of Business

Handling, catering and other services

1. Handling

Engadin Airport offers a full range of passenger and aircraft handling, aviation fuelling and catering services. The airport applies the highest standards of care in the provision of its services to passengers and aircraft. By ordering one of the products offered by Engadin Airport, the client enters into a contractual relationship with Engadin Airport. No order can be accepted unless accompanied by a valid address and credit card details.

Any claim or dispute shall be governed by Swiss law. The sole court of jurisdiction is Samedan, Switzerland.

2. Orders

Catering services must be ordered from Engadin Airport, 36 hours in advance, for the full menu and drinks menu. For complementary orders 3 hours, before Take Off we charge an amount of 20%. For extras we charge cost accounting on basis of actuals.

3. Terms of payment

The prices applicable are as published by Engadin Airport. Engadin Airport retains the right to modify prices in response to changes in circumstances. The new prices will not apply to previously confirmed orders, irrespective of whether such changes are to the benefit or disadvantage of the client.

Payment is to be made directly to Engadin Airport. The usual credit card details are required at the time of ordering, in order to confirm the reservation. All information given will be handled securely.

4. Liability

The liability of Engadin Airport and its employees for damages suffered by the client shall be limited to damages caused by international or culpable negligence.

5. Unforeseen circumstances

The client acknowledges that Engadin Airport is subject to the vagaries of weather, and that adverse weather conditions may cause cancellations or delays to flights for periods of up to several days. Nevertheless, the client remains liable to Engadin Airport for payment in respect of a confirmed order.

6. Cancellation

The cancellation of pre-booked catering services, handling services (Hotel reservations, Rent a Car etc.) must be notified 24 hours in advance of delivery. If services are cancelled at any time within 24 hours of scheduled delivery, the client will be liable to Engadin Airport for 100% of the cost of the services ordered.

If the stipulated advance notice for an order (para.2) has not been given, the client will be liable for 100% of the cost of any cancellation.

7. Additional conditions

Please notice the opening hours of the Airport (8-19 o'clock). The full terms and conditions and order forms are published on our website. Engadin Airport reserves the right to vary the general terms of business at any time, in response to changes in circumstances. Alterations in terms and conditions apply with immediate effect. Existing contracts, however, will not be affected by alternations made subsequent to contract.

Samedan, december 2010

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