

1. DELIVERY

For purposes of delivering the Products for the Event, the Client shall:

- Provide accurate and complete delivery addresses and contact information;
- Ensure delivery locations are accessible and safe for delivery personnel;
- Communicate any special access requirements or security procedures;
- Notify the Company of any changes to delivery requirements minimum 4 hours in advance;
- Ensure end customers are available to receive deliveries during agreed windows;
- Ensure the existence of refrigeration or other maintenance equipment on-site;

Delivery of Products to the Client will be arranged in accordance with the schedule of the Event within the following time frames:

- Morning deliveries – from 6h30 to 11h00;
- Afternoon deliveries – from 14h00 to 18h00;

For purposes of this clause, Morning deliveries are aimed at breakfast, morning coffee breaks/snacks and lunch events, whilst afternoon deliveries are aimed at mid-afternoon coffee breaks/snacks, afternoon cocktails and dinner/evening events. The Company will perform the delivery according to the Client's request, not assuming any responsibility for the mismatch between the designated delivery timeframe and the scheduling of the event.

The above notwithstanding, the Client is responsible for communicating to the Company the specific hour for delivery and ensuring that such time is set at least 60 (sixty) to 90 (ninety) minutes before the scheduled time for the Event. **NOTE: The Company will not be held responsible for any damages to the Products occurring in any moment after final delivery is confirmed, nor those occurring due to inadequate storage equipment at the Event site.**

2. CANCELLATION

Booking cancellation is permitted within the following schedule:

- Up to 10 (ten) calendar days after signature of this Agreement as long as such cancellation occurs at least 30 (thirty) days before the Event date – 100% refund;
- After 10 calendar days after signature of this Agreement and, in any case, between 30 (thirty) and 7 (seven) calendar days before the Event – 50% of all payments made;
- Less than 7 (seven) calendar days before the Event – no refund;

3. SERVICE FAILURES

Failure to deliver the Products ("no-show") will result in a refund of the total amount paid by the Client, except where such failure occurs as a result of a Force Majeure event, in which case the Company will retain the payment and grant the Client a credit for the same amount, to be utilized in another Event within 6 (six) months of the initially foreseen Event date.

For the purposes of these Terms and Conditions, "Force Majeure" shall mean any event or circumstance beyond the reasonable control of the affected party, which prevents, hinders, or delays the performance of its obligations, and which could not have been reasonably anticipated or avoided. Such events include, but are not limited to, acts of God (such as natural disasters, earthquakes, floods, and fires), war, terrorism, civil unrest, strikes or other labor disturbances, pandemics, government actions or regulations (including without limitation, restrictions on movement, trade, or business operations), and any other event which is unforeseeable, unavoidable, and beyond the reasonable control of the affected party.

Neither party shall be liable for delays or failures in performance resulting from circumstances beyond their reasonable control, including natural disasters, government actions, labor disputes, or supply chain disruptions. The affected party must provide prompt notice and use reasonable efforts to mitigate the impact.

4. PAYMENT

4.1 Payment deadline

Payments for all bookings are subject to the following schedule:

- 50% advance payment upon booking, with booking validation and confirmation being conditional to such payment being received;
- 50% payment 7 (seven) calendar days before the event;
- 100% payment for bookings made less than 7 (seven) calendar days before the event, with booking validation and confirmation being conditional to such payment being received;

4.2 Payment methods

- Bank transfer (preferred method);
- Debit or credit cards through Stripe (<https://stripe.com/en-pt>);
- MB Way;

5. CURRENCY AND TAX PROVISIONS

- All prices quoted in EUR unless otherwise specified;
- Foreign exchange fluctuations may result in price adjustments for international orders;

- VAT calculated at prevailing Portuguese rates and added to proposed pricing;
- Export orders: VAT exemption subject to proper documentation;
- Client responsible for all import duties and taxes in destination country;