

Annex No. 1 to the General Terms and Conditions – Special Conditions

| Service Conditions | Timeframes / Deadlines |
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| Placing an order under normal circumstances: | At least 24 hours prior to delivery |
| Order submission: | order@cloudculinarycatering.com |
| Order acceptance: | Daily between 06:00–20:00 |
| Mandatory content of the order: | <ul style="list-style-type: none"> • Delivery date and time |
| | <ul style="list-style-type: none"> • Aircraft registration number |
| | <ul style="list-style-type: none"> • Type of menu (cold/hot meals), beverage selection |
| | <ul style="list-style-type: none"> • Special requests (e.g., dietary requirements, allergens) |
| Kitchen operating hours: | Daily between 06:00–18:00 |
| Delivery service: | Daily 00:00–24:00 |

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| Delivery location: | Budapest GAT or the exact location specified by the Client | |
| Quotation includes: | Service fee | |
| | Delivery fee: €70 | |
| | Additional charges: packaging, special services, etc. | |
| Payment methods: | On-site via POS terminal by bankcard | |
| | Banking transfer to the account specified on the invoice issued by Cloud Catering Ltd. | |
| Order modification conditions | Timeframes / Deadlines | Applicable fee |
| Modification acceptance: | Exclusively during kitchen operating hours, daily 06:00–18:00 | |
| | order@cloudculinarycatering.com | |
| Módosítás leadása: | At least 24 hours prior to delivery | Free of charge |

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| | At least 12 hours prior to delivery | Service fee + 50% |
| | At least 6 hours prior to delivery | Service fee + 100% |
| Cancellation | Timeframes / Deadlines | Applicable fee |
| Cancellation methods: | At least 24 hours prior to delivery | 30% of the Service fee |
| | At least 18 hours prior to delivery | 50% of the Service fee |
| | At least 12 hours prior to delivery | 100% of the Service fee |

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| Cancellation acceptance: | order@cloudculinarycatering.com |
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