

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

Service Conditions	Timeframes / Deadlines
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• Aircraft registration number• Type of menu (cold/hot meals), beverage selection• Special requests (e.g., dietary requirements, allergens)
Kitchen operating hours:	Daily between 06:00–18:00
Delivery service:	Daily 00:00–24:00

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

	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
	At least 24 hours prior to delivery	30% of the Service fee
Cancellation methods:	At least 18 hours prior to delivery	50% of the Service fee
	At least 12 hours prior to delivery	100% of the Service fee

Cancellation acceptance:

order@cloudculinarycatering.com