

## **TERMS AND CONDITIONS OF SALE EFFECTIVE THE 1<sup>ST</sup> OF OCTOBER, 2025**

### **I – Private chef & catering service**

#### **1. Service**

The service will last between 2 and 5 hours from the client's accommodation (lunch or dinner) and includes:

- The purchase of ingredients, preparation and cooking of meals
- Transport and unloading at the venue (free within a 20 km radius around 73210 LA PLAGNE TARENTAISE. Beyond that, € 0,80/km return + any motorway tolls will be charged)
- Setting up the buffet (in the case of a buffet)
- Table service (excluding sweet delights) or buffet service
- Tidying and cleaning the kitchen (items used)
- The service does not include:
  - Sweet delights service (sweet delights will be stored in the fridge ready to eat before the chef leaves)
  - Wines and other beverages service (optional on request)
  - Complete cleaning of the kitchen and/or guests' crockery
  - Table setting
  - Furniture, crockery, glassware, tablecloths, decoration and other tablewareExcepted special agreement
- Order conditions :
  - For organisational and logistical reasons, all orders must be for a minimum of six (6) paying guests. This minimum applies to all the options available (Savoyard specialities, other suggestions, salted treats to share and sweet delights), as well as the "sweet snack" option
  - Regardless of the menu chosen by the client, the meals (excluding sweet delights) will be the same for all guests. With regard to sweet delights, the client may choose a maximum of two (2) different options.
  - Special diets may be subject to exceptional adjustments to certain meals (see "Special diets")
- Service delivery process:
  - The kitchen must be available for the Chef at least 2 to 3 hours before the start of the service,
  - The kitchen must be clean and tidy, the dishwasher emptied and the fridge partially empty to store the fresh production
  - Up to 12 guests, the Chef will provide the service alone. From 13 to 20 guests, a potential additional person (waitress or commis chef) may be required. For more than 21 guests, 2 potential additional people may be required to assist the Chef in providing the service

- The Chef will take away any surplus ingredients that have not been prepared or consumed during the service. The client is responsible for the cold chain for any leftover meals prepared and consumed on site once the Chef has left, and the Chef therefore declines all responsibility for their storage and subsequent consumption.
- The exact number of guests must be confirmed no later than 7 days before the date of the service and will be used as the basis for invoicing.
- Any allergies or specific diets must be written indicated when placing the order or at the latest, at the menu confirmation. Otherwise, the chef will be released from any liability.
- Special diets: The Chef can offer vegetarian or gluten-free alternatives may be subject to exceptional adjustments to certain meals. These adapted options will be an exception to the single meal rule.
- If one or more people are added to the booking, please inform the Chef so that she can adjust her purchases.
- To guarantee the quality and freshness of the products offered, the Chef remains dependent on the market and may be required to modify some details of the menu.
- The Chef prepares the meals on site. However, some preparations may be made in advance to facilitate the organisation of the service or for quality reasons.

## **2. Booking, right of withdrawal, cancellation, complaints, liability and insurance**

### **Booking**

- All orders are only considered final upon receipt of a deposit of 30% of the total amount, which must be paid no later than one month before the service is provided
- This sum will be cashed upon receipt and will definitively confirm the service

### **Right of withdrawal**

- In accordance with the Article L. 221-28 of the French Consumer Code, the fourteen (14) day right of withdrawal does not apply to accommodation, transport, catering or leisure services that must be provided on a specific date or during a specific period. Consequently, no withdrawal will be accepted for the provision of a private Chef service scheduled for a specific date.

### **Cancellation**

#### ***Due to the client:***

The client must inform L'Aman'dîne in writing as soon as possible of any cancellation of an order:

- **Up to 31 days** before the date of the service, **the 30% deposit will be totally refund.**
- **Between 30 days and 15 jours inclusive** before the date of the service: **the 30% deposit will be retained as compensation.**
- **Between 14 days et 8 days inclusive** before the date of the service: **50% of the total amount will be due** (deposit deducted)
- **7 days or less** before the prestation: **100% of the total amount will be due** (deposit deducted)
- Any reduction in the number of guests occurring more than 7 days before the scheduled date will result in a proportional reduction in the cost of the service
- Any reduction in the number of guests occurring within 7 days before the scheduled date will not result in a reduction in the cost of the service
- The client may increase the number of guests up to 10 days before the event. The cost of the service will be increased accordingly

#### ***Due to the Chef :***

- The Chef reserves the right to cancel a booking within 15 days prior to the date of service if it has not been confirmed by the payment of a deposit.
- The Chef may be released from her obligations or suspend their fulfilment if she is unable to fulfil them in case of a force majeure event (war, riots, pandemics, demonstrations, exceptional weather conditions, damage affecting her workshop facilities, etc.), without this giving rise to any compensation.

In this case, the Chef undertakes to refund all sums received.

## **Complaints**

- The client has a period of 3 days from the date of the service provision to submit a complaint in writing (by post or email). After this period, the service is deemed to be compliant with the terms and conditions.
- Any disagreement regarding invoicing will only be considered within 5 days of the invoice receipt date.

## **Liability & insurance**

- The client is solely liable for any bodily injury and/or property damage caused by them or their guests during the provision of L'Aman'dîne's services. The customer undertakes to take out civil liability insurance and comprehensive home insurance.

## **3. Prices**

- Prices (indicated on the website) are confirmed with the client and appear on the quotation sent to the client upon request.
- Prices are quoted excluding tax, VAT not applicable
- These prices are valid for one month.
- After this period, they are subject to change depending on economic conditions.

**Meals for children (until 12 years old): ½ Portion = ½ Price (same meals than adults)**

## **II – Terms of payment**

### **1. Means of payment**

The Chef accepts :

- Cash in euros only
- Bank transfers to :

### **MADAME AMANDINE GROS**

#### **Coordonnées bancaires**

Nom	BANQUE POPULAIRE AUVERGNE RHONE ALPES
IBAN	FR76 1680 7000 0937 4914 3719 630
BIC	CCBPRPPGRE

- A deposit of 30% of the order amount is required at the booking confirmation.
- The balance is paid on the day of the service.

### **2. Kilometres costs**

- Kilometres costs are covered within a 20-kilometre radius of the head office postal address 73210 LA PLAGNE TARENTAISE
- Beyond this radius, they are charged once on the day of the service
- The number of kilometres travelled to and from the destination is calculated using « Google maps » and charged at a rate of € 0,80 / km + motorway tolls, if applicable

### **3. Overcharging fees**

- The client agrees to pay for overtime in the following cases:
  - kitchen not available at the agreed time,
  - Kitchen not clean and tidy,
  - Start time of the service not respected.
- Overtime will be charged at € 50,00 per hour and per person (Chef and any employees) with a 50% surcharge on public holiday.

## **III– General terms and condition applicable to all services**

### **1. Good behaviour and correctness**

The Chef expects her clients to respect the rules and customs of basic good conduct and politeness.

This applies to both the Chef and all members of her team.

The client is responsible for the behaviour of their guests and any persons accompanying them to the Chef's service location, including children where applicable.

In the event of non-compliance with these rules by a client or one of their guests, friends, acquaintances, or any other person under the client's responsibility during a service, the Chef reserves the right to put a stop to the service. No reduction in price will be applied: the full amount of the service will be due. However, the Chef may allow the client to keep the products brought along.

### **2. Late payment**

No discount for early payment.

In the event of late payment, a late payment penalty shall be payable on the day following the payment date written on the invoice. The rate of this penalty is set at three times the legal interest rate. This penalty shall apply automatically without the need for a reminder.

For all professional clients, in addition to late payment penalties, a fixed compensation fee for recovery costs of € 40,00 shall be payable automatically, in accordance with Articles L. 441-10, II and D. 441-5 of the French Commercial Code.

## **IV– Processing of personal data (GSPR)**

The information collected by L'Aman'dîne is processed electronically for the purposes of order management and client relations. In accordance with the General Data Protection Regulation (GDPR) and the French Data Protection Act, clients have the right to access, rectify, transfer and erase their personal data, which they may exercise by contacting the Manager in writing. L'Aman'dîne undertakes not to transfer or sell this information to third parties, unless the client has expressly agreed to commercial communications.