

## Terms & Conditions

### CATERING ORDERS

Full acceptance by our clients of all our terms and conditions of sale is required with each order

### PRICES

Our quoted prices do not include V.A.T

### DELIVERY FEES

Our delivery rates vary depending upon the airport and delivery hours required Please consult us

### CANCELLATION FEES

In the case of partial or full cancellation, for any reason none refundable charges will be invoiced as follows

1. Orders cancelled 24 hours or more before delivery time there will be no charge
2. Any order cancelled more than 12 hours and less than 24 hours prior to requested delivery time 50 % of the order will be charged
3. Orders cancelled less than 12 hours prior to delivery time will be charged in full

All cancellations must be in writing and faxed to Eagles in flight telephone cancellations will not be excepted

4. An order for specific branded products that are not held in stock will be subject to full charge of those products from the time of order acceptance.

### CONDITIONS OF PAYMENT

Excepting where special arrangements have been made by prior agreement with Eagles in Flight the companies' standard terms are strictly payment on receipt of order

### ACCEPTED METHODS OF PAYMENT

Invoices may be paid cash, Cheque drawn on English Bank or by credit card VISA MASTERCARD  
An account will be set up for regular clients. The initial order to be made by credit card and subsequent orders will be on account with payment terms as follows; that all accounts will be settled in full four weeks from the date of invoice

### LATE PAYMENTS

The company reserves the right to charge on any unpaid amount at the rate of 50% more than the Bank of England libor rate. In addition all costs relating to the recovery of the dept charged in full if payment is over due EAGLES IN FLIGHT reserves the right to suspend all current orders

### DELIVERY DELAYS-CLAIMS

EAGLES IN FLIGHT will not be held responsible for any delay due to any reason beyond there control i.e. poor weather conditions, break downs, traffic jams, accidents etc. Any claims must be filed within 24 hours of delivery of order. Any claim or complaint relating to an invoice must be made in writing within seven days of invoice date. In the event of cancellation by EAGLES IN FLIGHT, any sum that may have been already paid by the customer will be refunded

Orders must be faxed or e-mailed with all information requested. The sender of the order must make confirmation of receipt by telephone. When clarification of any details will be discussed