

# General Terms and Conditions

## Introductory Information

**Zátiší Catering a.s., Novotného lávka 5, 110 00 Prague 1, Company ID (IČ): 15269574, VAT ID (DIČ): CZ15269574 (hereinafter “Zátiší Catering”) is part of the Zátiší Group holding.**

These General Terms and Conditions (hereinafter the “GTC”) govern in particular the mutual rights and obligations of the contracting parties in connection with the provision of catering and related services by Zátiší Catering.

The Client means a natural person or a legal entity.

The Event means catering and other related services (in particular venue provision, etc.) provided as part of an event organized by the Client.

## Personal Data Protection Rules

In the event of a contractual relationship between the Client and Zátiší Catering, the Client consents to the use of personal data for the purpose of providing Zátiší Catering’s services, and at the same time confirms consent to the marketing use of personal data by Zátiší Catering and other companies belonging to the Zátiší Group, in accordance with the Zátiší Group Business Partners Data Protection Statement available in full at: <https://www.zatisigroup.cz/cz/pdf/gdpr-cs.pdf/>

In accordance with Act No. 480/2004 Coll., the customer agrees to receive informational emails.

## Contract Terms for the Provision of Catering Services

### CONFIRMATION OF THE NUMBER OF PERSONS by the Client

Confirmation of the preliminary number of guests	60 days before the Event
Permitted decrease in guests by 15% (in the event of a higher % decrease in guests, an amount corresponding to the difference up to the total Event turnover reduced by 15% of the ordered catering services will be charged)	59–6 days before the Event
Final number of guests	5 days before the Event

### PAYMENTS by the Client

40% advance payment of all ordered catering services and 100% of the rent	Upon signing the contract
40% advance payment of all ordered catering services	30 days before the Event

100% advance payment of other services (decorations, AV equipment, etc.)	30 days before the Event
Final settlement according to the actual scope of services provided	Due 14 days after the end of the Event

### **Penalty Provisions**

Zátiší Catering and the Client agree that if the Client is in delay with payment for more than 10 days, the Client shall pay Zátiší Catering, starting on the 11th day of delay, a contractual penalty of 0.5% of the outstanding amount for each day of delay.

### **CANCELLATION**

If the Event is cancelled by the Client, cancellation fees calculated from the total Event turnover will apply; the permitted decrease in the number of persons is not taken into account.

Up to 31 days before the Event	15% of total turnover
From 30 to 16 days before the Event	30% of total turnover
From 15 to 6 days before the Event	60% of total turnover
From 5 to 0 days before the Event	100% of total turnover

Any cancellation notice by the Client must be sent in writing to the email address [catering@zatisigroup.cz](mailto:catering@zatisigroup.cz).

### **Rights of Zátiší Catering**

If the Client is in delay with the fulfillment of its obligations, in particular if it fails to meet the deadlines for payment of advance invoices, Zátiší Catering shall be entitled, for this reason, to suspend its preparations for the Event in whole or in part until such default is remedied by the Client; during such period, Zátiší Catering shall not be in delay with the performance of its obligations and shall not be liable for any damage incurred by the Client as a result of such suspension of performance under the relevant contractual relationship.

Zátiší Catering reserves the exclusive right to serve all food and beverages at the Event venue, unless Zátiší Catering and the Client agree otherwise in writing.

The final menu selection must be made by the Client at least 10 days before the Event, unless Zátiší Catering and the Client agree otherwise in writing. If the Client does not select any menu within the specified period, Zátiší Catering reserves the right to choose the most suitable menu according to the Client's requirements and the agreed budget, or the estimated price.

### **Other Rights and Obligations of Zátiší Catering and the Client**

The Client expressly confirms that it is obliged to comply in particular with security and other rules and conditions for the use of the relevant premises (facilities) where the Event takes place,

and in this respect the Client is obliged to familiarize itself properly with such rules and conditions. Zátíší Catering bears no responsibility in the event of non-compliance with such rules and conditions by the Client; responsibility lies exclusively with the Client.

During the Event, the Client is, among other things, responsible for the safety of persons participating in the Event. The Client is liable for damages arising to items brought into the Event venue by the Client or by persons participating in the Event.

Zátíší Catering is liable to the Client for any damage caused in the provision of catering services and for any damage caused by its employees in connection with the execution of the Event. Zátíší Catering shall be released from such liability only if it proves that the damage was caused by circumstances excluding liability (i.e., force majeure). Any defects in the catering services must be notified by the Client to Zátíší Catering without undue delay during the Event; otherwise, Zátíší Catering may not address the alleged defects.

If the Client takes any photographs and audiovisual recordings during the Event that capture the likeness of Zátíší Catering's staff or the Event guests, the Client expressly acknowledges that Zátíší Catering is neither the controller nor the processor in relation to such photographs and audiovisual recordings.

All disputes arising from the business cooperation between Zátíší Catering and the Client in connection with the provision of catering and other related services shall be finally decided by the Arbitration Court attached to the Economic Chamber of the Czech Republic and the Agricultural Chamber of the Czech Republic, in accordance with its rules, by three arbitrators. The arbitration proceedings shall be conducted in the Czech language.

Regardless of any other statutory rights, Zátíší Catering is entitled to terminate cooperation with the Client if, after entering into the contractual relationship or after the start of the Event, it discovers circumstances on the Client's side that may endanger public safety or order, or carry a risk of damage to Zátíší Catering's business reputation, harm to health, damage to property, or other breach of legal regulations.

Zátíší Catering has the right to terminate the contractual relationship in writing without notice if, despite a written warning from Zátíší Catering, the Client is in delay with the fulfillment of its material obligations arising from the contractual relationship for more than 5 days. If the contractual relationship is terminated by Zátíší Catering pursuant to the previous sentence, Zátíší Catering shall be entitled to a contractual penalty paid by the Client in the amount of 50% of the total Event turnover. Any advance payments already made for the Event shall be set off against the payment of this contractual penalty, to which the Client expressly agrees.

All contractual relationships between Zátíší Catering and the Client in connection with the provision of catering and other related services are governed by the laws of the Czech Republic.

If there is a written contractual arrangement between Zátíší Catering and the Client, the contractual terms of such written contractual relationship shall prevail over the terms of these GTC.

### **Website Content**

Zátíší Catering makes every effort to ensure that all information presented on Zátíší Catering's website is always up to date and accurate. However, incomplete or outdated information may appear on the website, for which Zátíší Catering sincerely apologizes.

All information, promotional materials, photographs and images published on [Zátíší Catering's](#)

[website](#) are the exclusive property of Zátiší Catering or another company within the Zátiší Group. Zátiší Catering or another company within the Zátiší Group reserves all rights to them, and they may be further distributed, in modified or unmodified form, only with the consent of Zátiší Catering or another company within the Zátiší Group.

## **Feedback**

Zátiší Catering values users' opinions and feedback. Opinions and feedback regarding the Zátiší Group may be sent to [info@zatisigroup.cz](mailto:info@zatisigroup.cz). Zátiší Catering reserves the right to quote submitted contributions, with or without stating the sender's name.

**Out-of-court settlement of consumer disputes:** If a consumer dispute arises between Zátiší Catering and a Client who is a consumer and it cannot be resolved by mutual agreement, the Client may file a proposal for out-of-court settlement with the designated entity for out-of-court settlement of consumer disputes, which is the Czech Trade Inspection Authority (Česká obchodní inspekce), Central Inspectorate – ADR Department, Štěpánská 15, 120 00 Prague 2, email: [adr@coi.cz](mailto:adr@coi.cz), web: [adr.coi.cz/](http://adr.coi.cz/).

These terms and conditions are valid and effective as of 1

October 2019.

Date of last update: 1 April 2026