

TERMS AND CONDITIONS PANORAMIC GOURMET AG

Amendment by 1st January 2018

These general contract and travel conditions (hereinafter: GTC) govern the legal relationship between travelers and Panoramic Gourmet AG.

MEAL RESERVATIONS (DINING CAR AND MEALS AT THE SEAT)

1. Reservation and cancellation conditions for group travel (from 10 passengers)

Reservations for lunches in the dining car or for meals at the seat are compulsory. In the case of group reservations you should inform us about the required service and the way in which it will be paid (unless already agreed).

Definite bookings you receive from the Panoramic Gourmet AG should be signed and returned within 10 days to the Panoramic Gourmet AG in Chur. **Unsigned, returned confirmations by the purchaser count as definitely confirmed as the confirmation is founded on a binding mandate.** For organisational reasons we reserve the right to alter the times of the meal service or the menu.

Enquiries, cancellations, number reductions or alterations must be sent in writing (fax, letter, email) to the Panoramic Gourmet AG. Any changes or retractions will only be valid after reconfirmation from the Panoramic Gourmet AG.

Cancellations / group no-shows

Up to 11 days before the date of travel	Free of charge
10 to 1 day(s) before the date of travel	100% of the ordered service; to a maximum of CHF 500.00
On the day of travel	100% of the ordered service; at least CHF 25.00 per passenger

Alterations to the number of passengers (reductions)

Up to 11 days before the date of travel	Free of charge
10 to 1 day(s) before the date of travel	CHF 25.00 per cancelled passenger
On the day of travel	100% of the ordered service; at least CHF 25.00 per passenger

2. Reservation and cancellation terms for single travellers

Lunch reservations are recommended. Based on the numbers of reservations the optimal preparations for staff numbers and catering organisation can be achieved. Reservations for single travellers can be made by telephone, letter, fax or email (privately or over our homepage). Please note that reservations made by telephone can only be confirmed verbally, due to the large volume of telephone calls. Written reservations will be reserved in writing.

Confirmed reservations merely state that the Panoramic Gourmet AG has recorded the booking and that passengers would like to eat lunch on board. It is no seat reservation for the Glacier Express. The meal will be served at the seat indicated when the reservation was made. For organisational reasons we reserve the right to alter the times of service and the menus.

3. Cancellations, reductions in numbers and other alterations

Reservations for single travellers can basically be cancelled or changed free of charge. We kindly ask you to inform us about cancellations or change in reservations as soon as possible.

CONDITIONS OF PAYMENT

The Panoramic Gourmet AG reserves the right to request payment in advance only by bank-transfer. It is not possible to pay for services by cheque before, during or after the reserved journey.

Queries concerning an invoice must be reported in writing directly to the Panoramic Gourmet AG in Chur within 10 days of receiving the invoice. Queries sent later than 10 days after receiving the invoice cannot be dealt with. It is not permitted to modify invoices or to deduct any amounts from the calculated price.

RESERVATION CENTRE OPENING TIMES

monday - friday:	09.00 - 12.00 and 14.00 - 17.00
saturday, Sunday, national holidays	09.00 - 12.00

During off season closed on Saturdays, Sundays and national holidays.
We reserve the right to change the opening times if required.

GENERAL

Place of jurisdiction is Chur, Switzerland