

GENERAL TERMS & CONDITIONS

Good cooperation with our business partners is important to us. Each event is special, even more so those exclusive for a single group. These events require the dedication and resource allocation of our team; therefore we have set out below the key pillars for a good cooperation.

📌 GENERAL

The following terms and conditions apply for all the services that you engage us for.

📌 OFFER AND CONTRACT

Our offer is without obligation and subject to change.

Once we have received your order confirmation in writing, we can record the booking. Only upon receipt of the down payment of 50% is the booking of the event confirmed.

Please pay within 14 days to the following bank account
Dr. Bianca Gusenbauer
IBAN: AT20 1420 0200 1230 2283
BIC: EASYATW1

📌 NUMBER OF PARTICIPANTS

We're creative and flexible!

We can organize events from 1-140 participants.

For events with 1-50 participants, we'll use one of our exclusive locations.

For events with 50 or more participants, we'll not only organize the cooking course, but also identify the right location for your event.

Changes to the agreed number of participants must be provided to us in writing (email). We will recognize reductions in the number of

participants (up to a maximum of 10% of the agreed participants) when notified in writing (email) at least 7 days prior to the event date. Unfortunately, we cannot offer a price reduction for events where a minimum group size has been agreed (in order to cover fixed costs of the event).

In case of an upward adjustment to the number of participants, please ensure that we are notified in a timely manner. This will also require our consent. We will provide this to you by confirmation email.

📌 EVENT DURATION

The price included in our offer is based upon the agreed duration of the event.

For extensions to the agreed time, we will charge a flat rate of 10 EUR per person and per hour to cover the additional staff and beverage costs. Basis of calculation is the number of registered participants.

📌 REBOOKING

Rebookings are only possible with written notification (email). 7 days before the event, the number of participants must be fixed and will be reflected in the final invoice. Any costs already incurred at the time or rebooking will be added to the final invoice at 100% of their value.

📌 CANCELLATIONS

Cancellations are only possible with written notification (email). The following conditions apply:

Up to 4 weeks prior to the event - no fee;
Up to 14 days prior to the event - 50% of the agreed costs
Less than 14 days prior to the event - 100% of the agreed costs.

In addition, we will charge to you any costs or claims of third parties already incurred in relation to the event