

General Terms and Conditions

Service and Information Desks, Flughafen Zürich AG (hereinafter SID)

1. GENERAL INFORMATION

These General Terms and Conditions apply only to the SID agreements on the rental of spaces for welcome desks and related services.

2. RESERVATION AND CONCLUSION OF THE CONTRACT

Reservations are confirmed to the customer in a written offer by letter or e-mail. The reservation is binding, and the contract is definitive upon receipt by SID of the signed confirmation of the offer from the customer within the specified deadline.

SID reserves the right to cancel the reservation for good reasons, particularly in an emergency, with no obligation to provide compensation. In such a case SID will endeavour, as far as possible, to provide the contractual partner with an alternative space by way of replacement.

3. RENTED SPACES

The spaces listed in the quotation, including any fittings, will be provided to the customer in good condition for the requested duration and for the agreed purpose.

The customer will take all due care when using the spaces and any fittings. The spaces, rooms and any equipment must be maintained in impeccable condition. The customer is obliged to be considerate towards other customers and users. Smoking is not permitted in any spaces used for welcome desks.

If the customer does not voice any complaints when taking over the space or rooms, these will be deemed to have been taken over in an impeccable state, including any fittings. Retrospective complaints will not be accepted.

For the purpose of identifying any defects, both parties can request a joint inspection of the premises either before use or thereafter as well as the preparation of a handover/acceptance form.

The spaces or rooms may be used only for the agreed purpose. Any change of use shall be subject to the prior written consent of SID.

4. CATERING

If the customer requests catering, it is responsible for organising it. The catering equipment must be completely removed after use of the welcome desk.

5. CANCELLATIONS AND SUBSEQUENT CHANGES

There will be no charge for cancellations made up to one month before the event. For cancellations up to 7 working days (Monday to Friday) before the event, 20% of the agreed total price will be billed.

For cancellations within 7 working days (Monday to Friday) of the event, 100% of the agreed total price will be billed.

No-shows will be treated as a cancellation at short notice; the agreed total price will be invoiced.

Any changes requested after a reservation has been made for spaces, rooms or furnishings or for other agreed services must be communicated in writing to SID as early as possible. SID will ende-

avour to take any requested changes into account. SID reserves the right to invoice any expenses incurred.

6. PRICES/PAYMENT TERMS

The prices indicated in the offer are authoritative. The total price includes the price for renting the spaces and rooms and the costs of any services ordered. Any additional services used by the customer that were not included in the quotation will also be invoiced.

In the event of deviations from the agreed duration, if the actual time used is less than the agreed duration, the agreed price will be invoiced. If the actual time used exceeds the agreed duration, additional costs will be charged.

The customer will be invoiced for all costs resulting from improper use of the spaces and fittings (e.g. excessive soiling, damage).

Any special conditions must be agreed in advance and will only be valid if set out in writing.

The invoice amount will be due for payment by no later than 10 days after the invoice date and without any deductions. SID may request an appropriate advance payment.

7. LIABILITY AND DAMAGE

The customer will be liable for all damage and injuries including any subsequent damage caused by the customer or their agents and visitors to SID, its employees or third parties.

SID will not be liable in respect of the customer for minor negligence or acts by its employees or auxiliaries. Liability for consequential loss or damage – in particular loss of profit – is excluded.

SID will not be held liable in respect of third parties in connection with events staged by the customer.

It will not be liable for objects brought onto the premises by customers, their agents or visitors. The customer is responsible for arranging any insurance necessary.

8. OTHER PROVISIONS

When using welcome desks and public areas at Zurich Airport, the instructions of Flughafen Zürich AG, the airport security services and police and customs officials must be followed. Cleanliness must be observed at the airport, and the space must always be kept in a tidy condition. The rules in force at Zurich Airport, in particular the site regulations, must also be observed.

The affixing of advertising material or other objects requires the prior consent of SID. Spaces and rooms may not be used for promotions.

9. APPLICABLE LAW AND PLACE OF JURISDICTION

The contract is exclusively governed by Swiss law. The place of jurisdiction for any disputes is Bülach, Canton Zurich.

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Flughafen Zürich AG

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Zurich Airport