

## General information Standcatering Ahoy – Breakbulk Europe 2024

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### Ahoy Stand Catering. How does it work?

If you place an order (prior or during the exhibition), you are sure to have a variety of drinks, lunches and snacks during the exhibition.

Additional orders during the exhibition can be placed via this website, by calling +31(0)10-29 33 372 please note: only reachable during the exhibition) or at the stand catering office in the Ahoy Plaza. We aim to deliver your additional order within half an hour, please take a one hour delivery into account at peak times.

For any questions about the standcatering prior to the exhibition please contact us:  
standcatering@ahoy.nl

### Payment

At the end of the exhibition the invoice will be sent to the relevant address. Payment ought to occur within 14 days after date of the invoice, unless otherwise agreed.

If the total amount due at the end of the exhibition is less than €150,- we will apply an administration charge of €25,- or come by at your stand to collect the payment by card.

### Catering tailored to your needs?

We are happy to provide you with a tailor-made proposal for any catering services that are not offered online. Tuesday 23 April is the deadline to send your request for tailor-made catering to [cateringsales@ahoy.nl](mailto:cateringsales@ahoy.nl). After this date there is a possibility we are unfortunately no longer able to provide you with a quote.

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### External caterer:

When an external caterer is used, instead of the exclusive in-house caterer of Rotterdam Ahoy, we charge a **25% buyout on food & beverage**. We would therefore like to ask you to name the food & beverage costs as mentioned in the offer of the caterer, so that we can subsequently give written permission for the external catering activities with the corresponding buy-out amount.

Of course, the external caterer must also take into account the provisions of the Drinks and Catering Act: the provision of food is subject to the provisions of the Drinks and Catering Act, among other things. allergens, HACCP and the provision of alcohol to minors.

In this case, we would like to receive complete applications no later than Tuesday 23 April so that we can process them in time and grant permission.

### Own catering:

If you choose to bring your own catering, we will charge a buy out amount based upon the exact activities. We would therefore like to ask you to name the specific catering, including numbers, so that we can subsequently be able to give you the exact costs and written permission for the external catering activities with the corresponding buy-out amount.

Of course, you must also take into account the provisions of the Drinks and Catering Act: the provision of foodstuffs is subject to the provisions of the Drinks and Catering Act, among other things. allergens, HACCP and the provision of alcohol to minors.

In this case, we would like to receive complete applications no later than Tuesday 23 April so that we can process them in time and grant permission.

**All requests for permission for external catering can be send to: [cateringsales@ahoy.nl](mailto:cateringsales@ahoy.nl).**

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## **Important information regarding delivery at the stand and ordering**

### **Rental items**

We will deliver rental items, such as coffee machines, taps and refrigerator arrangements, on Monday 20 May between 12:00 and 18:00 p.m. Please note: coffee machines are delivered between 15:00 - 18:00.

Please note: rental items can be ordered till 7 working days until the exhibition, Friday 10 May.

### **Non time-bound items**

Non time-bound items such as PET bottles of drinks, kegs of beer, biscuits and glassware that are ordered prior to the exhibition will be delivered to the stand on Tuesday 21 May between 08:00 and 12:00.

### **Time-bound items**

Time-bound products such as lunch boxes, coffee, snacks and ice cubes are delivered at the specified time blocks. It is not possible to deviate from these time blocks.

### **Additional orders**

It is possible to place additional orders during the exhibition, while stocks last. This can be done online via this platform, by telephone on +31 10 293 33 72 (note: only available on exhibition days) or at the standcatering office in the Ahoy Plaza.

We aim to deliver additional orders to your stand within half an hour, however, at peak times you should take into account an hour for delivery. We advise you to place your orders as much as possible prior to the exhibition to ensure a (timely) delivery.

### **Signature**

For each delivery at your stand you need to sign. If you place an order, we assume that you are aware of the above days and times and that you ensure that someone is present at the stand to sign. If no one is present, we will still deliver the order and come by later for a signature. In this case we are not responsible for any missing items.

### **Change/cancel order**

If you wish to change or cancel your placed order, we request that you contact us at least 2 working days in advance via +31 10 293 33 72. It is not possible to cancel (free of charge) within 2 working days.

### **Return**

We do not take back orders at the end of the exhibition with the exception of unopened kegs. We will collect these kegs as soon as possible at your stand. We request you to keep the stand occupied until we have collected the redundant products. Per stand we will charge €25,- for returning unused/unopened products.

### **Complaints**

Rotterdam Ahoy is to receive complaints about the quality of food and beverages within 2 hours after delivery, in order for Ahoy Standcatering to use the opportunity to check upon the validity of the complaint and if applicable take care of renewal.