

vitamⁱ



Foodbook
Erasmus University Rotterdam
2021-2022



HOUD JE AAN DE
RIVM

RICHTLIJNEN

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Foodbook



Thank you for considering our catering services!

We believe that food and beverage should always create a joyful moment during the day and it goes without saying that we use sustainable and therefore seasonal ingredients as much as possible. Therefore the content of this book should be interpreted as a general idea. The exact content changes with the seasonal availability of the required ingredients.

This book can also be used as a source of inspiration for your specific special needs and requests. Apart from our packages, we offer custom services that meet your special requirements. Please get in touch with us to discuss your options.

Sustainability

In recent years, Vitam and the Erasmus University of Rotterdam worked hand in hand to increase sustainability on the campus. Progress was made, but the road is long. As a result we use mainly sustainable products in our restaurants, only UTZ certified coffee and tea are served in our meeting service and the number of local suppliers increased in order to reduce the “food mileage”.

All lunches that can be ordered are vegetarian by default. If there is a demand for meat products, please make a notification in the comments field.

Tableware and disposables

Your order will be served with biodegradable disposables by default. Porcelain can also be ordered with an additional fee. If you wish to make use of your own tableware, no additional tableware will be delivered. Please keep in mind that clearing and cleaning your own tableware is not included. Please use the comments field when your requirements deviate from default.

CO₂ and Kcal calculations

In 2021 we introduced a new service: the food print of your orders!

As much as 30% of greenhouse gas emissions are caused by what we eat. We see it as our responsibility to provide our guests and clients with the appropriate information based on each item. This allows our clients to choose not only in flavour, but also on the impact they choose to make on our climate and personal health. For the past years we see that healthy nutrition is a fast growing topic of importance.

Therefore you will find a calculation of the greenhouse gas emission (in CO₂eq) and the energy supplied for you (in kcal) for every food product.

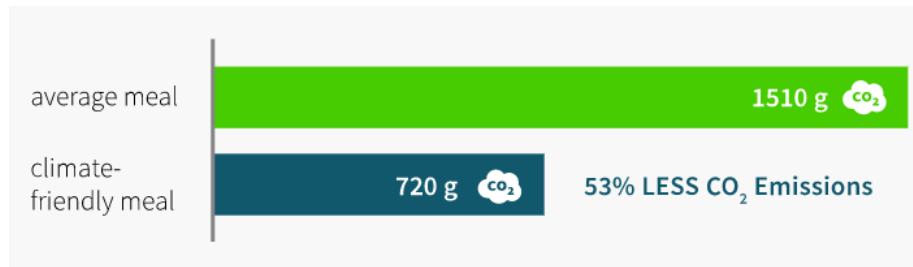
The calculations were made by the Erasmus Food Lab in collaboration with Eaternity Institute. Eaternity uses Life Cycle Assessments (LCA's) to calculate the environmental impact of the food.

For more information visit www.eaternity.org.

How to interpret these numbers?

The general advice for a healthy daily energy intake from food is common knowledge. An average of 2250 kcal per day would be best for most people to stay healthy and vital. The same goes for the health of our planet: an average of 2100 g CO₂eq per day. In other words: 700 g CO₂eq per breakfast, lunch or dinner. Staying below 700 g CO₂eq, contributes to reduce the total food print in the world.

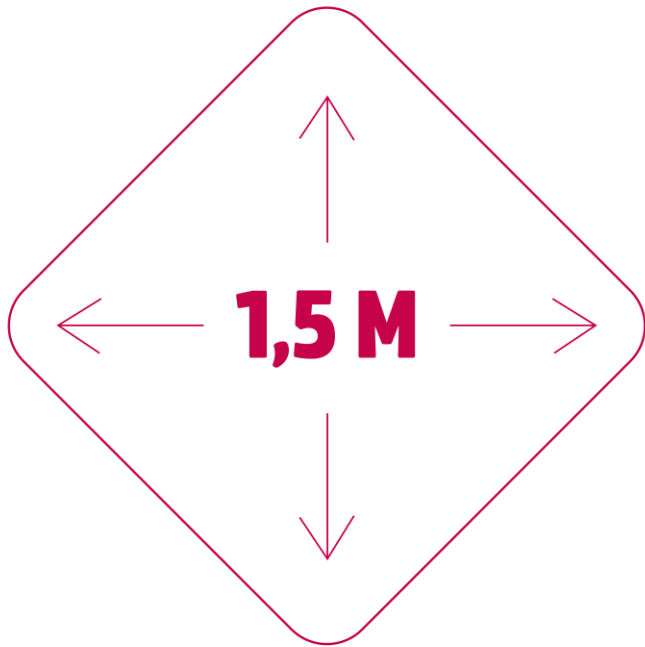
Footnote: an average European breakfast/lunch/dinner currently includes about 1583 g CO₂eq.



Bron: eaternity.org



Guidelines





Safety first! Your meeting, lunch, drink or event should not only be cheerful and tasty, but above all the safety of your guests prevales. Therefore we always comply with the most current guidelines of the RIVM.

Therefore it is possible that services can devate on the day the event takes place since rules can change rapitly in some occasions and will always prevale above previous made agegements

Breakfast service

Do you have an early meeting? Have your guests had a long trip? VITAM's breakfast service guarantees a great kick off of your meeting!
Starting from 10 persons.



			
A lovely Dutch breakfast Yoghurt with muesli, fresh fruit and honey.	€ 4,23 p.p.	182g	292kcal
Vegan breakfast Plantbased yoghurt with muesli, fresh fruit and sirup.	€ 4,95 p.p.	222g	292kcal



Meetings

In need of coffee and tea during your meeting? Any soda, juice or mineral water in between? We organize catering services everyday from 10 persons. We make sure everything is in place at the indicated time in the indicated reserved room.

If you order for less than 10 persons, we will add a surcharge from € 7,71 to your order in planon.

			
Meeting arrangement "Deluxe" Coffee and hot water served in thermos jugs, two cups of coffee and/or teas, sugar, sweeteners and creamer, separate tea bags (4 flavours). Served with Tiny Tony's (packed Tony's Chocolonely, 2 items per person)	€ 2,78 p.p.	88g	55kcal
Meeting arrangement "Standard" Coffee and hot water served in thermos jugs, two cups of coffee and/or tea, sugar, sweeteners and creamer, separate tea bags (4 flavours).	€ 1,77 p.p.	57g	25kcal
Additional fee: coffee for groups < 10 persons	€ 7,59	-	-
Coffee or tea pot (8 cups)	€ 7,96	-	-

Are you organizing an event for more than 50 guests? Instead of taking bottles of water, you might want to consider a sustainable water cooler for your event. You will be able to use its biodegradable cups.

Water cooler hire: EUR 25.69 per day.

Water tank hire (18.9 litre): EUR 37.50 per tank

Meetings

Extra's (starting from 10 persons)



VEGAN



VEGAN



VEGAN



VEGAN



VEGAN





VEGAN

Carafe of fresh and organic juice (1 litre)	€ 8,22
Carafe of fresh smoothie (1 litre) (plantbased on request)	€ 9,25
Mineral water still/sparkling (1 litre)	€ 2,31
Mineral water still/sparkling (0,5 litre)	€ 1,95
Carafe of water (1 litre)	€ 1,54
Carafe of homemade flavoured water (1 litre)	€ 2,98
Bottle of soda (0,20 litre)	€ 2,16
Butter biscuit (packed)	€ 0,41
Plantbased cookies (oreo's, punselie, nizza kokos and cafe noirs) per piece	€ 0,41
Tiny tony's (chocolonely) per piece <i>(the flavoures dark, dark almond sea salt and dark pecan coconut are plantbased)</i>	€ 0,77
Vitam oat cookie	€ 1,34
Energy booster (fruit, dextro, energybar, etc)	€ 1,85
Brain food (seasonal vegetables, fruits, nuts and seeds, per person)	€ 2,06
Yoghurt with fresh fruit (plantbased on request)	€ 2,93
Muffin (paked)	€ 2,47
Mixed nuts (packed)	€ 2,00
Crisps (packed)	€ 1,54
Dutch cake: "Eierkoek", "Snelle Jelle" or current bun (packed per piece)	€ 1,80

Lunch



			
Basis lunch buns 2 soft buns with vegetarian filling – 1 piece of fruit – glass of orange juice	€ 5,67	774g (based on cheese)	674kcal 774g (based on cheese)
Luxery lunch buns 1 fresh hard roll and 1 sandwich with vegetarian filling - “flavoured” water or juice – Piece of fruit	€ 6,87	1233g 774g (based on cheese)	942kcal 774g (based on cheese)
Lunch for Vitality Salad of seasonal products, slice whole grain bread with hummus, fresh plantbased smoothie	€ 7,89	640g	759kcal
Additional fee: delivery of lunches < 4 persons	€ 7,59	-	-

Lunch



Extra's (starting from 4 persons)

The soft buns below (white or multi-grain) do not contain butter and are topped with standard garnish (lettuce, cucumber and tomatoes). On page 11 you'll find the foodprint. To minimize loss, the choice of toppings is up to the chef.



Soft white or multi-grain bun vegetarian (cheese, old cheese, brie, cream cheese, egg salad, celery salad, waldorff salad etc)	€ 2,83
Soft white or multi-grain bun meats (ham, chicken, grilled sausage, smoked beef, roast beef, filet americain, etc)	€ 2,83
Soft white or multi-grain bun fish (smoked salmon, tuna salad, crab salad, etc)	€ 2,83
Soft white or multi-grain bun plantbased (plantbased cheese, hummus, vegetables spread, etc)	€ 2,83
Soft white or multi-grain bun croquette (beef) with mustard	€ 2,57
Pita falafel with plantbased yoghurt dressing	€ 2,57

Extra's (starting from 4 persons)

The hard buns below (white or multi-grain) do not contain butter and are topped with luxury garnish (raw vegetables, nuts/seeds, bell pepper, sun-dried tomatoes etc). On page 11 you'll find the foodprint. To minimize loss, the choice of toppings is up to the chef.





Freshly baked white or multi-grain VITAM bun vegetarian (cheese, old cheese, brie, cream cheese, egg salad, celery salad, waldorff salad etc)	€ 3,96
Freshly baked white or multi-grain VITAM bun (ham, chicken, grilled sausage, smoked beef, roast beef, filet americain, etc)	€ 3,96
Freshly baked white or multi-grain VITAM bun (smoked salmon, tuna salad, crab salad, etc)	€ 3,96
Freshly baked white or multi-grain VITAM bun plantbased (plantbased cheese, hummus, vegetables spread, etc)	€ 3,96

Lunch



Extra's (starting from 4 persons)

The soft buns below (white or multi-grain) do not contain butter and are topped with standard garnish (lettuce, cucumber and tomatoes).

			
Soft bun cheese	€ 2,83	302g	281kcal
Soft bun cream cheese/brie	€ 2,83	241g	271kcal
Soft bun egg salad	€ 2,83	155g	246kcal
Soft bun celery salad	€ 2,83	178g	330kcal
Soft bun waldorff salad	€ 2,83	173g	256kcal
Soft bun roast beef	€ 2,83	905g	224kcal
Soft bun ham	€ 2,83	373g	222kcal
Soft bun chicken	€ 2,83	256g	222kcal
Soft bun grilled sausage	€ 2,83	272g	247kcal
Soft bun smoked beef	€ 2,83	343g	246kcal
Soft bun filet americain	€ 2,83	272g	255kcal
Soft bun paté	€ 2,83	252g	232kcal
Soft bun smoked salmon	€ 2,83	292g	246kcal
Soft bun tuna salad	€ 2,83	196g	329kcal
Soft bun crab salad	€ 2,83	494g	244kcal
Soft bun trout	€ 2,83	201g	226kcal
Soft bun plantbased cheese	€ 2,83	126g	264kcal
Soft bun hummus	€ 2,83	105g	250kcal
Soft bun vegetables spread	€ 2,83	170g	350kcal
Soft bun grilled vegetables	€ 2,83	156g	300kcal
Soft bun Vitam croquette (beef) with mustard	€ 2,57	-	-
Pita falafel with plantbased yoghurt dressing	€ 2,57	-	-





Lunch



Extra's (starting from 4 persons)

The hard buns below (white or multi-grain) do not contain butter and are topped with luxury garnish (raw vegetables, nuts/seeds, bell pepper, sun-dried tomatoes etc). On page 11 you'll find the foodprint. To minimize loss, the choice of toppings is up to the chef.



			
Hard bun cheese	€ 3,96	292g	296kcal
Hard bun cream cheese/brie	€ 3,96	231g	396kcal
Hard bun egg salad	€ 3,96	145g	371kcal
Hard bun celery salad	€ 3,96	168g	455kcal
Hard bun waldorff salad	€ 3,96	163g	381kcal
Hard bun roast beef	€ 3,96	895g	349kcal
Hard bun ham	€ 3,96	363g	347kcal
Hard bun chicken	€ 3,96	246g	347kcal
Hard bun grilled sausage	€ 3,96	372g	372kcal
Hard bun smoked beef	€ 3,96	371g	371kcal
Hard bun filet americain	€ 3,96	380g	380kcal
Hard bun paté	€ 3,96	357g	357kcal
Hard bun smoked salmon	€ 3,96	282g	371kcal
Hard bun tuna salad	€ 3,96	186g	454kcal
Hard bun crab salad	€ 3,96	484g	369kcal
Hard bun trout	€ 3,96	191g	351kcal
Hard bun platbased cheese	€ 3,96	126g	264kcal
Hard bun hummus	€ 3,96	105g	250kcal
Hard bun vegetables spread	€ 3,96	170g	350kcal
Hard bun grilled vegetables	€ 3,96	156g	300kcal



Lunch to go



Below you can find our lunch package (starting from 10 persons). Please contact us if you have other wishes.

			
Dutch Lunch package 2 soft buns with vegetarian filling – 1 piece of fruit – a bottle of water or juice.	€ 5,67	869g (based on cheese)	666kcal (based on cheese)
Additional fee: delivery of lunches < 4 persons	€ 7,59	-	-

Lunch buffet



Lunch buffet example (starting from 20 persons, only possible in a restaurant including Vitam staff). Price on request

Warm dish like soup or snack

Fresh cut cheeses

Vegetarian salads, hummus, vegetables spread

Fresh cut meats (on request)

Sweet toppings

Freshly baked artisan Vitam breads to cut yourself

Assortment of white and whole-grain breads

Mixed salad with dressing (separate)

Flavoured water (carafe)

Juice (carafe)

Coffee and tea (thermos)

Fruit

Butter, pepper, salt, mustard

Drinks & bites

Reception arrangement

The costs for a reception arrangement are fixed on the basis of 3 drinks per person. You can mention beforehand if you want us to stop serving drinks once the limit of 3 drinks per person is reached or to continue serving and have a subsequent calculation afterwards.

<p>Bar Cart (for groups of at least 10 persons, up to a maximum of 50 persons, price per person) Soft drinks, mineral water, house wine and beer. <i>Based on 3 drinks per person*, without staff services.</i></p> <p>*In order to have a wider variety of drinks, we will add slightly more drinks than for exactly 3 drinks per person. In the case that more than 3 drinks per person are consumed, we will charge an extra fee.</p>	<p>€ 6,58</p>
<p>Drinks Arrangement “Basic” (for groups of at least 20 persons, price per person) Soft drinks, mineral water, juice, house wine and beer. <i>Based on 3 drinks per person. This arrangement includes basic waiting services. If you would like to add snacks to your package, we will charge a fee in proportion to the extra staff costs.</i></p>	<p>€ 5,97</p>
<p>Drinks Arrangement “Deluxe” (for groups of at least 20 persons, price per person) Soft drinks, mineral water, juice, house wine and luxury seasonal beer. <i>Based on 3 drinks per person. This arrangement includes basic waiting services. If you would like to add snacks to your package, we will charge a fee in proportion to the extra staff costs.</i></p>	<p>€ 8,20</p>
<p>Drinks Arrangement “Complete” (for groups of at least 20 persons, price per person)** Soft drinks, mineral water, juice, house wine and beer. This package includes salty snacks, crisps, nuts and cold snacks which will be put on tables throughout the room. Furthermore, we will serve warm fried snacks by Van Dobben. <i>Based on 2 snacks and 3 drinks per person. This arrangement includes basic waiting services</i></p>	<p>€ 13,55</p>

Drinks & bites



Snack arrangements

Garniture Crisps, mixed nuts and coated nuts	€ 1,77 p.p.
Snack arrangement cold (tray of 35 pieces) Crisps, Cheese from Rotterdam, olives, cheese sticks, Different sorts of raw vegetables with dip	€ 39,85
Snack arrangement warm (tray of 35 pieces) Delicious “bitterballen” (a croquette-type snack), traditional meatballs, small filled fried cheese snacks and crispy fried chicken.	€ 39,85
Vegan assortment (tray of 35 pieces) Mini wrapjes en canape’s met o.a. baba ganoush, hummus, groentenspread etc.	€ 36,69
Regional platter (tray of 35 pieces) Artisan crisps, various regional cheese and sausages types, meatballs and Vitam mustard	€ 47,61
Assortment Erasmus (tray of 35 pieces) Glass of tuna mousse, small wrap chicken and guacamole, small sandwich tapenade and old cheese, marinated shrimp, canape with tomato and mozzarella	€ 57,28



Drinks & bites



Assortment warm snacks



Plantbased "bitterballen" (tray of 35 pieces)

Plantbased bitterballen.

€ 39,85

Vegetarian fried snacks (tray of 35 pieces)

Mix of *Rotterzwamballen* (fried snack made of oyster mushrooms), cheese, *bieterballen* (beetroot-made fried snack), vegetarian egg rolls and falafel. .

(The "bieterballen", vegetarian egg rolls and falafel are also plantbased).

€ 39,85

Asian snacks (tray of 35 pieces)

Fried shrimps, dim sum, vegetarian egg rolls, yakatori's and mini steamed buns.

€ 39,85

Assortment oven snacks (tray of 35 pieces)

Petit crolines (puff pastry bites beef, chicken curry, cheese etc)

€ 39,85

Drinks & bites

PhD defence ceremonies, valedictory lectures and inaugural speeches There are many occasions for which you would organize a gathering at Erasmus University Rotterdam. In this case, we offer our services for whenever you require them. You will find some suggestions listed below. Please contact us if you have a custom request by sending an e-mail to banqueting@eur.nl and we will come back to you with a quotation.

Should someone have his or her PhD defence in the morning, you could consider serving coffee and tea with a sweet snack, which are included in the following assortment:

Reception assortment sweet (tray of 35 pieces)	
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Macarons, eclairs, bonbons, petit glaces and small muffins	
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	€ 42,70
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Should someone have his or her PhD defence in the afternoon, you could consider serving coffee, tea and juice with sandwiches, which are included in the following assortment:

Reception assortment savoury (tray of 35 pieces)	
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A range of celebratory options: small sandwiches – vegetarian blini's – small bowls of fruit salad.	
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	€ 58,45
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You will find a lot of other reception service options for PhD ceremonies, valedictory lectures and inaugural speeches that take place at another time listed above. Do you have special requests? Please feel free to contact us about this. Our chef will take this into account and we will come back to you with a custom option.

Dinner

We offer a wide range of options when it comes to dinners and buffets. We are happy to discuss the options of our services personally with you. We will provide you with a quotation based on your custom requirements. It is up to you what kind of dinner or buffet you want for your event. You will find some of our suggestions listed below.

Dinner buffet (starting from 20 persons, price excluding drinks and staff)	v.a. € 17,71
Some suggestions for dinners: Tapas buffet Italian buffet Lage landen buffet Asian buffet Vegan buffet 3-course buffet Please contact us for more options banqueting@eur.nl	

Guidelines

Clients who order a catering service will be informed about their request on www.my.eur.nl Anyone who wants to make an internal order should make a reservation on this website.

To ensure your gathering goes smoothly, we have created several guidelines. Please take notice of the following aspects of our procedure. This includes the following: All clients who make a reservation based on this portfolio will be informed personally or by phone.

The following guidelines with regard to the order and our services apply:

1. Orders and additional options:

- a) For internal orders you can order standard food and drink options mentioned in this portfolio directly via website www.my.eur.nl/catering
- b) Please contact us on 0031 (0) 10-4082416 (Campus Woudestein and EUC) or 0031 (0) 70- 4260432 (ISS) if you want to discuss custom services.
- c) If you prefer to discuss your custom options by e-mail, please send your request to banqueting@eur.nl.

Authorized orders within EUR containing regular and additional services must be carried out 24 hours in advance. Please mention the date and time of the gathering, the location, the requested services, the number of guests, your name and section, the budget number, your e- mail address and phone number.

2. Confirmation of the request:

- a) For standard internal orders: via the website www.my.eur.nl
- b) Custom services: via personal contact, followed by a quotation.
 - a) ISS: Monday to Friday from 8:00am to 4:00pm
 - b) You will need an extra confirmation for a request of services carried out on a different time. Also, we will charge additional staff costs in this case.
- c) Should the end time of the catering service be later than the time indicated above, the end time for picking up all the items will be the next working day from 8:00am.
- d) Please ask your guests to put the tableware back at the same spot so it forms a collection again. This way, we can easily pick up the tableware and other equipment. If the items are placed anywhere in the room, or if they has been moved to another location, other catering orders become compromised. Therefore, we will charge a EUR 7.59 fee with regard to additional staff costs.

Guidelines

3. Carrying out of the catering service

- a) Please let us know when you want your catering service to be carried out. We will make sure the catering will be done within 15 minutes before the indicated time. Any eventual preparatory work that has to be carried out will be done within 15 minutes before the start of the gathering. If you start your gathering at 9:00am but you want the catering to be ready at 8:45am, please mention 8:45am as the preferred time of delivery. We will make sure the catering will be done between 8:30am and 8:40 am. It happens very frequently that our staff members are asked to return later when they have to prepare the catering. This is not line with the EUR's arrangements. If this situation occurs, other catering orders become compromised. Therefore, the client shall be held responsible for any other delayed catering orders and will be charged an extra EUR 7.59 fee with regard to extra staff costs.
- b) If the indicated room is already occupied, we will knock on the door first to agree on whether we can deliver the catering inside or outside the room. Make sure that the room where the catering should take place is freely accessible access by VITAM. For example, it would be very inconvenient if our staff members have to spend valuable time to get keys for locked doors when they are only supposed to deliver the catering. This could compromise other catering orders, in which case not VITAM, but the client shall be held responsible. We will charge a EUR 7.59 fee with regard to additional staff costs. If a client asks VITAM to leave the catering outside a room, the client shall be responsible for it the moment everything is in place.
- c) If a client decides to change the location of the room for the catering after everything is set up, other catering orders become compromised. Therefore, the client shall be held responsible for any delayed catering order. We will charge a EUR 7.96 fee with regard to additional staff costs.
- d) The food and drinks will be put on a buffet table or, should there not be any, on a meeting table.
- e) Catering orders for meetings will be carried out on the following days and times:
 - a) Campus Woudestein: Monday to Friday from 8:00am to 6:00pm
 - b) EUC: Monday to Friday from 8:00am to 4:00pm
 - c) ISS: Monday to Friday from 8:00am to 4:00pm
 - d) You will need an extra confirmation for a request of services carried out on a different time. Also, we will charge additional staff costs in this case.
 - e) Banqueting events at Campus Woudestein: from 8:00am to 8:00pm. Banqueting events at EUC and ISS: from 8:00am to 6:00pm.

4. Picking up catering equipment:

- a) When you place a catering order, you will have to let us know the end time of your meeting. We will pick up all equipment within 60 minutes after the end time of your gathering. Should the door be closed, we will first knock on it to make sure that we can pick up all the tableware, equipment etc.
- b) The following times also apply for picking up our catering equipment
 - a) Campus Woudestein: Monday to Friday from 8:00am to 6:00pm
 - b) EUC: Monday to Friday from 8:00am to 4:00pm
 - c) ISS: Monday to Friday from 8:00am to 4:00pm
 - d) If you would like to rely on one of our services at a different time, please contact us. We will have to confirm the options and you will be charged an extra fee for additional staff costs.
- c) Should the end time of the catering service be later than the time indicated above, the end time for picking up all the items will be the next working day from 8:00am.
- d) Please ask your guests to put the tableware back at the same spot so it forms a collection again. This way, we can easily pick up the tableware and other equipment. If the tableware or other equipment are placed anywhere in the room, or if it has been removed to another location, other catering orders become compromised. Therefore, the client shall be held responsible for any other delayed catering order and will be charged a EUR 7.59 fee with regard to additional staff costs.

Guidelines

Other:

- a) For meeting lunches, VITAM will leave a paper sheet in the room on which you can write down any remarks or suggestions concerning the service.
- b) VITAM is pleased to work on a custom request and provide you a quotation. Together we will move towards a more definite plan.
- c) All prices mentioned in this banqueting portfolio are selling prices excluding VAT. They apply for orders carried out according to the information on service hours specified in 3e. Unless specified otherwise, there is no staff service included in an order. Changes in prices and assortment reserved.
- d) For orders less than EUR 15.00 we will charge EUR 7.59 delivery fee. This does not apply for the standard and coffee/tea arrangement.
- e) You can also order fried snacks separately without drinks. We can deliver this option during service hours at a EUR 7.59 charge or you can pick up the snacks directly for free at the indicated location. If you want to pick up an order after service hours, we will charge an additional fee for staff costs.
- f) Once a catering order has been set up, VITAM guarantees a 100% food safety for the following 2 hours. This is why it is not allowed to take products with you after they have been unrefrigerated for more than 2 hours.
- g) VITAM does not hire out catering equipment or catering rooms without related food catering services.

A client should make sure that the room where a catering service takes place is furnished. The VITAM staff will make sure that for drinks and lunch arrangements there will be buffet tables. We also offer high table covers for hire (EUR 21.06 per cover).

Hourly fees

We handle hourly fees for our staff costs in the case of custom options and if we need more time during the preparatory work for banqueting services. The costs will be based on the number of guests and the amount of time as specified in this portfolio. You will find an overview of these fees (inclusive of VAT) in the table below. The minimal amount of working hours per staff member per shift is three hours. Changes in the collective labour agreement are reserved.

Description	8:00am to 6:00pm	6:00pm to 10pm	Saturday	Sunday
Banqueting staff member	€29,44	€32,20	€39,38	€48,44
Chef	€30,30	€33,70	€40,33	€50,64
Party manager	€36,74	€39,14	€45,50	€57,31

Guidelines

6. Order and cancellation period

All prices mentioned in this catering portfolio are inclusive of VAT. All prices in this catering portfolio apply for services during our service hours, except for custom services.

Service	Reservations	Cancellation period	Cancellation fee*
Meeting and lunch services	On the day of the service before 12.00		50%
Meeting and lunch services	Not later than on the working day prior to the service before 12.00	Before 1:00pm	Free of charge
Receptions, extensive lunches, dinners and anniversaries	5 working days prior to the service	At least 48 hours prior to the service	100% of the actual costs incurred
Other activities such as extensive dinners and parties	5 working days prior to the service, the quotation will be sent within 2 working days	At least 72 hours prior to the service	100% of the actual costs incurred
Special events	Upon request	At least 72 hours prior to the service	100% of the actual costs incurred

*We will have to charge a cancellation fee if your reservation was not cancelled within time.

Although we apply a reservation procedure, we understand that reservations on an ad hoc basis are likely to occur. Accepting requests on an ad hoc basis requires a very flexible mindset from our banqueting staff members. If a spontaneous request on an ad hoc basis does not impede our regular business of catering services, we will be happy to accept your reservation request. You can only request a reservation on an ad hoc basis by phone. Please contact our Hospitality Desk: 0031 (0) 10-4082415. If the reservation on an ad hoc basis is about a service we are providing, we will make sure your order will be registered in Planon. We will charge a EUR 7.59 fee for reservations on an ad hoc basis.