## Candor

AA aviation catering network

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Carlos Aviation Catering Network is a family owned private inflight catering service company with its headquarter located in Berlin. We are specialized in providing private and business jets with a variety of services, such as fresh in-house made food or Concierge services.

## A brief Company history

The original Carlos Catering Service, was founded by Carlos Henschel in 1987 and was specialized in providing the catering for crew and artists for concerts \& movie shootings. Thereby he was specialized in taking care of the wishes and demands of international artists and celebrities.

In 2007 during the companies 20th anniversary celebration, Carlos forwarded the Company to the hands of his sons Oliver and Martin Henschel. During that same year, they got several requests for catering on private jets in Berlin and they saw the opportunity to develop this field into an independent business.

After they got all governmental approvals and certificates, the Carlos Aviation Catering Network was born and Berlin's two airports became the first two Carlos Aviation Catering locations in Germany. Till today, the company grew to Germany's leading private inflight catering company and it is still growing.

## AIRPORT LOCATIONS

The Carlos Aviation Catering Network is Germanys leading private inflight catering company and we deliver to various airports across Germany.

## Carlos Aviation Catering Network is certified by the LBA

- Luftfahrt Bundesamt (German civil Aviation Authority) as a regulated airport supplier and therefore justified to deliver catering supplies directly into the airports and onto the aprons.

Our kitchens are certified by the German health department and work under the HACCP (Hazard analysis and critical control points) regularities. All deliveries are made with refrigerated vehicles and by our own trained service staff.

If you have a last-minute change of the departure time, it is also possible to deliver your catering to your FBO/Handling company, to store it in their facility.

We can be reached through our ordering and contact hotline or by email:

order@aviation-catering.com

## AIRPORT LOCATIONS WE SERVED

| " Berlin-Brandenburg [EDDB] | "Dresden [EDDC] | "Frankfurt/Main [EDDF] |
| :--- | :--- | :--- |
| "Cologne/Bonn [EDDK] | " Dusseldorf [EDDL] | "Halle/Leipzig [EDDP] |
| " Dortmund [EDLW] | "Egelsbach [EDFE] | "Moenchengladbach [EDLN] |



BERLIN-BRANDENBURG [EDDB]
DORTMUND [EDLW]



MOENCHENGLADBACH [EDLN] HALLE/LEIPZIG [EDDP] COLOGNE/BONN [EDDK] FRANKFURT/MAIN [EDDF]

EGELSBACH [EDFE]



## BREAKFAST TRAY A

Selection of cold cuts
Selection of cheese
Sliced fruits
Fruit yoghurt
Jam, honey, Nutella
Hard boiled egg

Bread basket on the side with assorted bread rolls, whole grain bread, Croissant \& Danish pastry, cutlery \& napkin


## BREAKFAST TRAY B

Selection of cheese
Smoked \& pickled salmon with horseradish
Sliced fruits
Fruit yoghurt
Jam, honey, Nutella

Bread basket on the side with assorted bread rolls, whole grain bread, Croissant \& Danish pastry, cutlery \& napkin



## EGG DISHES

Scrambled eggs
(made with 4 free range eggs)
Scrambled eggs with cheese \& cherry tomatoes
Scrambled eggs with truffle butter \& chives
Scrambled eggs with smoked salmon stripes
Two fried eggs
Poached eggs with herbs \& sauce Hollandaise
Eggs Benedict

## HOT BREAKFAST ITEMS

Crispy fried bacon
Fried turkey ham
Breakfast sausages
(Pork or chicken)
Hash brown
Breakfast potatoes
Classic grilled tomato halves
Grilled red \& yellow cherry tomatoes
Baked beans
Grilled mushrooms with fresh herbs

Scrambled eggs*

Omelette with bacon \& sausages*

Plain omelette
Omelette with ham
Omelette with cheese \& pepper
Egg white omelette

Omelette with cheese
Omelette with ham \& cheese
Omelette with mushrooms \& tomato
Omelette with bacon \& sausages

## SWEET BREAKFAST

Homemade Bircher Muesli
Cereals with fresh milk on the side
Pancakes with maple syrup
Potato pancakes served with apple sauce
Mini danish pastries
Chocolate or blueberry Muffins
Two Croissants with jam \& butter on the side


CANAPÉS
FINGERFOOD \& SNACKS"


## NOUVELLE CANAPÉS

a selection of modern sytle non-bread Horsd'œuvre

Our Baguette Canapés are topped with the finest european products, such as:

Smoked or cured salmon
Reblochon cheese
Parma ham
Smoked halibut
Buendnerfleisch
(Cured and dried beef from Switzerland)
Grilled or smoked duck breast
Tête de Moine cheese
Serrano ham



SELECTION OF COCKTAIL SANDWICHES<br>( 6 small triangle sandwiches with various fillings)<br>\section*{ASSORTED OPEN FACE SANDWICHES}<br>(5 different sandwiches per portion)<br>GERMAN „BROTZEIT" SANDWICHES<br>(5 different pieces per portion)<br>Assorted open face sandwiches made with traditional German bread and various toppings<br>SELECTION OF OPEN BREAD ROLL SANDWICHES<br>(5 different pieces per portion)<br>ASSORTED WRAPS<br>(4 pieces per portion, two different fillings)

BAGUETTE SANDWICHES
( 20 cm )
Ham \& cheese
Italian salami
Cheddar cheese
Smoked or cured salmon
Camembert cheese
Buffalo Mozzarella \& tomato
Parma ham
Roast beef \& pickles
BLT (Bacon, lettuce \& tomato)
Grilled king prawns \& avocado

SELECTION OF COLD FINGERFOOD
( 6 different pieces finger food per portion)
Sample selection:
German crab salad
Beef fillet skewer with $B B Q$ sauce
Pumpernickel Canapés with smoked salmon
Tomato-Baby Mozzarella skewer
Tete de Moine Canapés
Grilled king prawn skewer



## TRIANGLE SANDWICHES

(2 triangles per portion)
Sandwich with roasted beef, Dijon mustard, pickles and tomato Sandwich with ham \& cheese

Sandwich with cheese, quince-mustard and cucumber Sandwich with tuna salad, red onions and cucumber Sandwich with salmon, horseradish \& dill Sandwich with camembert cheese, fig mustard \& cucumber Sandwich with Italian Salami, tomato, Pesto \& cucumber Sandwich with grilled chicken breast, cranberry compote \& cucumber Sandwich with grilled \& marinated vegetables

## HOT FINGERFOOD

Indonesian chicken skewers with yoghurt-mint sauce on the side Vegetable spring rolls with sweet-chilli sauce Mini Quiche with turkey ham with sour cream \& herb dip on the side Grilled beef fillet skewers with american BBQ sauce on the side Fried chicken fingers with ranch dip on the side Assorted Wan Tan with soy sauce on the side Mini vegetable Quiche with sour cream on the side Chicken wings with BBQ sauce on the side Grilled king prawns skewers with cocktail sauce on the side Homemade chicken nuggets with sweet-chilli sauce on the side Chicken Satay skewers with peanut sauce on the side Grilled salmon skewers with honey-mustard sauce on the side Homemade crab cakes with cocktail sauce on the side



## READY TO SERVE PLATTERS \& TRAYS

For the perfect „buffet style" presentation on board

We deliver the platter and trays in three sizes:
Small (1 Pax)
Medium (Atlas half size tray, 2-3 Pax)
Large (Atlas full size tray, 4-8 Pax)
Please be precise with the number of Pax
in your catering order.

## SELECTION OF VEGETABLE CRUDITÉS

Served with two assorted dips on the side

## EUROPEAN CHEESE SELECTION

Assorted sliced soft \& hard cheeses (minimum 6 different types of cheese), decorated with seedless grapes, fruit garnish, nuts and fruit mustard
(Please order bread or crackers separate)

## ARABIC MEZZE SELECTION

Humus, Baba Ghanoush, grilled \& fresh vegetables, filled wine leaves, olives \& pickles, couscous

Served with arabic bread on the side

## ASSORTED ITALIAN ANTI PASTI

Grilled and marinated Mediterranean vegetables, Italian Salami, Parma Ham, Parmesan chunks, grilled prawns, olives, mozzarella balls
(Please order bread or crackers separate)

## COLD CUTS SELECTION

Nicely decorated assorted cured, roasted and smoked meat specialities

Such as:
Smoked duck breast
Parma ham
Roasted turkey breast
Italian salami
Turkey ham
Roasted beef
Cooked ham
Venison pate
Grilled chicken breast
Serrano ham
(Please order bread or crackers separate)

## FISH \& SEAFOOD SELECTION

Assorted smoked, cured and grilled fish \& seafood Such as:

Smoked halibut
Cured salmon
Grilled king Prawns
Lobster
Grilled tuna
Crab meat
Smoked salmon
Pickled herring
Trout fillet
Smoked eel
Grilled scallops
(Please order bread or crackers separate)

## DESSERT \& CAKES SELECTION

Different types of small dessert \& cakes, nicely decorated with fresh berries

ASSORTED PETIT FOURS \& MACAROONS
Variety of nicely decorated small Petit Fours and
Macaroons with various flavours

## SLICED FRUITS AND BERRIES

Assorted sliced exotic and european fruits \& berries

## FRUIT BASKET

Colourful arranged whole fruits display
(Standard sizes are: medium 1,5 kg and large 3 kg )

Assorted petit fours \& macaroons*




## BREAKFAST TRAY A

Selection of cold cuts
Selection of cheese
Sliced fruits
Fruit yoghurt
Jam, honey, Nutella
Hard boiled egg

Bread basket on the side with assorted bread rolls, whole grain bread, Croissant \& Danish pastry, cutlery \& napkin


## BREAKFAST TRAY B

## Selection of cheese

Smoked \& pickled salmon with horseradish
Sliced fruits
Fruit yoghurt
Jam, honey, Nutella

Bread basket on the side with assorted bread rolls, whole grain bread, Croissant \& Danish pastry, cutlery \& napkin


## LUNCH/DINNER TRAY A

Assorted cocktail sandwiches
Mixed green salad with grilled king prawns
\& herb vinaigrette
Cheesecake with marinated berries
Bread rolls, cream cheese \& butter
Cutlery \& napkin


## LUNCH/DINNER TRAY B

Selection of Italian Anti Pasti
Caesar salad with grilled chicken breast \& croutons
Apple tarte with vanilla sauce
Bread rolls, cream cheese \& butter
Cutlery \& napkin


## SHORT FLIGHT TRAY

Five assorted Canapés
Selection of Petit Fours
Three fruit skewers
Napkin \& refreshing towel


## AFTERNOON TRAY

Assorted Macaroons \& cookies
German apple pie with berries
Three fruit skewers
Coffee creamer, sugar
Cutlery \& napkin


## LUNCH/DINNER TRAY C

Three assorted Canapés
Grilled duck breast on Waldorf salad with cranberry compote
Mousse au Chocolat with marinated strawberries
Bread rolls, cream cheese \& butter
Cutlery \& napkin


## LUNCH/DINNER TRAY D

Avocado-shrimps cocktail
German potato salad with roasted beef
Chocolate Fondant cake mith marinated mango
Bread rolls, cream cheese \& butter
Cutlery \& napkin


## LUNCH/DINNER TRAY E

Greek salad with feta cheese, poached lobster with cous-cous salad, Tiramisu with fresh raspberries Bread rolls, cream cheese \& butter Cutlery \& napkin





## Starters

Roasted duck breast on Waldorf salad with lingonberry compote

Grilled prawns with grapefruit oil, beetrootcitrus fruit salad \& coriander

Indonesian chicken skewers on papaya-bell pepper salad

Smoked salmon with horseradish, dill, lemon \& wild herbs salad

Grilled corn fed chicken breast on couscous salad with grape chutney


## Starters

All starters are also available in main course sizes

Sesame crusted tuna fillet with mango salsa \& Shiso cress

Foie gras terrine with lingonberry compote served with brioche \& butter on the side

Poached lobster with glass noodle salad

Vegetarian mini Quiche with sour cream \& wild herbs salad - served with homemade dressing on the side

Crab cakes with cucumber salad \& saffron Aioli

Thai chicken curry salad with mango

Hearts of romaine lettuce with avocado \& poached king prawns - served with ranch dressing on the side

Cucumber salad with pickled ginger, coriander \& poached prawns

Asian chicken salad with bamboo, pepper \& coriander

Beef Carpaccio with arugula salad \& Parmesan cheese

## Classic salads

All salads are also available in main course sizes

Caesar salad with grilled chicken breast or grilled king prawns, topped with homemade Caesar dressing \& Croutons

Mixed greens salad with fresh herbs, cherry tomatoes \& cucumber - served with homemade vinaigrette on the side

Italian pasta salad with grilled king prawns

Baby spinach salad with parmesan cheese \& cherry tomatoes

- served with Balsamic vinaigrette on the side

Salad Nicoise - Fresh grilled tuna fillet, potatoes, beans, olives, bell pepper \& egg

Chicken-avocado salad




Sweetcorn \& chicken soup*

Clear chicken soup with vegetables \& herbs

Carrot-ginger soup with cilantro

Lobster Bisque

## Classic Italian Minestrone

Potato-spring onion soup with garden cress \& croutons

Tomato soup with basil \& sour cream

Tom Yam Gung
Thai prawn, lemon grass \& vegetables soup

Creamy chestnut soup with Amarettinis

Creamy pumpkin soup

Oriental red lentils soup with cilantro

Clear vegetable soup

Cream of asparagus soup

Classic beef Goulash soup,
served with baguette slices on the side

Asian chicken- noodles soup

Tom Kha Gai
Thai chicken-coconut soup

Gazpacho (chilled vegetable soup)


Beef fillet steak with truffle jus, creamy potato gratin \& bean ragout*


## Meat and Poultry dishes

Beef fillet steak with truffle jus, creamy potato gratin \& bean ragout

Grilled chicken breast with red wine jus, mashed potatoes \& mediterranean vegetables

Selection of four different German sausages, served with Sauerkraut, mashed potatoes \& assorted mustards

Roasted lamb rack with rosemary sauce, rissole potatoes \& grilled vegetables

Classic „Vienna Schnitzel", prepared with veal meat, served with pan fried potatoes, mustard \& lemon

Beef fillet „Stroganoff" in bell pepper \& mushrooms sauce, served with mashed potatoes
„Berliner Currywurst mit Schrippe"
German sausage in spicy tomato-curry sauce served with a bread roll

Thai green chicken curry served with basmati rice

Grilled pork fillet in green peppercorn sauce, with steamed broccoli in almond butter \& oven baked potatoes

With lemon \& herb marinated chicken breast on vegetable risotto \& grilled cherry tomatoes

Roasted duck breast in orange jus, with German red cabbage \& buttered baby potatoes

Veal fillet medallions with creamy mushroom sauce, steamed baby vegetables \& Spätzle (German noodles)

Grilled lamb chops with creamy polenta, vegetables \& herb jus

Grilled beef rump steak with oven roasted potatoes, green asparagus \& sauce béarnaise

## „Zurich veal Stroganoff"

Veal fillet Stroganoff in white wine-mushroom sauce, served with potato pancakes

Roasted lamb rack with rosemary sauce, rissole potatoes \& grilled vegetables*


## Steaks



Fillet steak - $(200 \mathrm{~g})$ with sauce
Fillet steak - (350g) with sauce
Rumpsteak - $(350 \mathrm{~g})$ with sauce
Rib-Eye steak - (400g) with sauce

## (min. 48 hours lead time)

T-Bone steak - ( 500 g ) with sauce
Porterhouse steak - $(800 \mathrm{~g})$ with sauce

TET
Veal loin steak - $(200 \mathrm{~g})$ with sauce
Veal chop - $(600 \mathrm{~g})$ with sauce

## siuces

Red wine jus
Truffle jus
Green peppercorn sauce
Creamy mushroom sauce
BBQ sauce
Rosemary jus
Herb butter

Degress of steak doneness:
Rare - Seared outside and still red 75\% through the centre
Medium Rare - Seared outside width $50 \%$ red centre
Medium - Seared outside $25 \%$ pink showing inside
Medium Well - Done throughout with a slight hint of pink
Well Done - well-done, 100\% brown

If not otherwise requested, we will grill your steak to medium-rare, to ensure a medium degree of doneness, after the reheating.


Oven roasted potatoes
Pan fried potatoes
Mashed potatoes
Grillled vegetables
Roasted sweet potatoes
Gratinated potatoes
Oven potato with herb sour cream

Green beans
Steamed asparagus
Broccoli
Sauteed mushrooms


Fish \& seafood dishes

Grilled sea bass fillet with lime cream sauce,
basmati rice and steamed vegetables*

Grilled sea bass fillet with lime cream Sauce, basmati rice and steamed vegetables

Grilled tuna steak on Greek style mashed potatoes with roasted broccoli \& tomato sauce

Poached lobster with ratatouille
\& basmati rice

King prawns skewers in garlic butter, served with grilled potatoes \& vegetables

Grilled seafood
(King prawns, scallops, tuna fillet \& crab meat) with tomato sauce, Mediterranean vegetables \& saffron rice

Grilled salmon fillet with white wine sauce, steamed vegetables \& rice

Dover sole fillets in herb-lemon butter with sautéed baby potatoes \& creamy spinach

Lobster Thermidor with steamed green asparagus

Grilled dorado fillets on cherry tomato ragout with rosemary potatoes

Steamed salmon fillet in herb sauce with grilled zucchini \& wild rice


## Cold served dishes

Roasted duck breast on baby spinach salad with caramelised pear, dried cherries, pine nuts \& cranberry vinaigrette on the side

Grilled salmon fillet medallions on mediterranean vegetable salad, served with saffron-lemon aioli

Breaded and baked chicken fillet with Styran potato salad, made with pumpkin oil, reddish, cucumber \& pumpkin seeds

Grilled beef fillet skewers with green beans \& cherry tomato salad, served with american BBQ sauce on the side

## Pasta dishes

Penne Rigate with cherry tomatoes \& grilled king prawns

Spaghetti with sauce bolognese (beef)
\& Parmesan cheese

Penne all`arrabbiata

Grilled lamb loin with romaine lettuce hearts, dried tomatoes, olives \& feta cheese, served with yoghurt-herb sauce on the side

Grilled and marinated vegetables \& fresh vegetable Crudités with hummus, guacamole and tomato salsa, served with Pita bread on the side [VEGAN]

German potato salad with mini veal Schnitzel, mustard \& lemon

Spicy Thai beef salad

Fried Thai noodles with fresh vegetables
\& grilled chicken breast

Farfalle with creamy spinach-Gorgonzola sauce, cherry tomatoes, fresh basil \& parmesan cheese

Vegetable lasagna with tomato sauce

## Pasta dishes

Tagliatelle with grilled scallops, ragout of cherry tomatoes \& chives

Grilled salmon fillet on Tagliatelle with creamy white wine sauce, scallion, cherry tomatoes \& Parmesan cheese

Spaghetti with Carbonara sauce \& parmesan cheese (option made with turkey ham on request)

Beef lasagna with tomato sauce
[Gluten free pasta is available on request]

Tagliatelle with grilled scallops, ragout of cherry tomatoes \& chives*


## VEGAN ${ }^{\prime \prime}$

Asian glass noodle salad*


Grilled zucchini \& eggplant on bell pepper risotto, served with tomato sauce

Thai vegetable curry with grilled tofu \& basmati rice

Chickpeas \& bean ragout, served with oven baked potatoes

Fried rice noodles with asian vegetables \& cilantro in spicy chilli-soy sauce

Falafel and filled wine leaves with vegetable couscous, served with Tahini sauce

Grilled marinated tofu, with stir fry vegetables \& wild rice

Oven baked sweet potato wedges with steamed broccoli \& lemon-herb risotto

Grilled mediterranean vegetable skewers with saffron rice \& cherry tomato ragout

Apple Strudel with marinated berries, served with vanilla sauce on the side

Tiramisu with fresh raspberries

Italian Panna Cotta with fresh berries \& berry coulis (served in a glass bowl)

Selection of fresh macaroons

Mousse au Chocolate with marinated strawberries

Apple Tart with fresh berries, served with
Vanilla sauce on the side

Selection of Petit Fours

Elderflower mousse with fresh raspberries (served in a glass bowl)

Raspberry Tart with marinated mango

Creme Brûlée with fresh berries
(served in a glass bowl)

Two assorted Eclairs with fresh berries

German apple pie

Mango-passionfruit Tiramisu
(served in a glass bowl)

Cheesecake with marinated berries

*Serving suggestion

With Mango marinated fruit salad

Sliced fresh fruits \& berries

Mascarpone mousse with orange-vanilla compote

Selection of continental cheeses, garnished with grapes, nuts \& fruit mustard

Chocolate Fondant cake with marinated mango

Exotic fruit skewers

Rich chocolate brownie, served with vanilla sauce on the side


Crepes filles with Nutella served with fresh berries

Fresh fruit salad \& Berry yoghurt parfait, served in tumbler glass

Chocolate brownie with vanilla sauce on the side




## Soft drinks

## Coca Cola ( 0,33 I (can), 0,5I, 1,01, 1,5I)

Coca Cola Zero ( 0,331 (can), $0,51,1,01,1,51$ )
Sprite ( $0,33 \mathrm{I}$ (can), $0,51,1,0 \mathrm{I}, 1,5 \mathrm{I}$ )
Fanta ( 0,331 (can), $0,51,1,01,1,51$ )


Freshly squeezed Juices

Fresh Fruit Juices ( 0,51 or $\mathbf{1 , 0 1}$ screw top bottle)
Orange juice
Apple juice
Green apple juice
Grapefruit juice
Pineapple juice
Mango juice
Watermelon juice
Strawberry juice
Mixed berries juice
Cocktail juice
Kiwi juice
Lemon-mint juice

Fresh Vegetable Juices (0,5I or 1,01 screw top bottle)
Tomato juice
Celery juice
Carrot juice
Super green juice
Detox juice


## Beer

German beer is sold in glass bottles or can (0,33I and 0,51 )

| Pilsener/Lager | Hefeweizen/Wheat beer |
| :--- | :--- |
| Warsteiner | Erdinger |
| Becks | Paulaner |
| Radeberger | Franziskaner |
| Berliner Pilsener | Tucher |
| Jever | Schöfferhofer |
| Krombacher |  |
| Königs Pilsener | Alcohol free beer |
| Flensburger Pilsener | Clausthaler |
|  | Becks alkoholfrei |
| Dark/Black beer | Jever fun |
| Köstritzer | Paulaner alkohlfrei |
| Diebels Alt | Krombacher alkoholfrei |



Please order the wine you prefer and we will do our best to organise it for you. Or let us know your preferred growing region or type of grape and we will give you some suggestions of good wines that are available.

Wine \& Champagne


Veuve Clicquot
Dom Perignon
Pommery

## Moet \& Chandon

Ruinart
Heidsieck \& Co.

Louis Roederer
Taittinger
Laurent Perrier

## CONCIERGE <br> SERVICE >

The main goal of the Carlos Aviation Catering Network is to fulfil all of the Passengers wishes and demands. Therefore we will always do our best to find or organise all special request you may have.

Standard services and products we provide:

Laundry service and dish cleaning
Storage and cooling
Ethnic food ordering and pick up of external Restaurants (For example Kosher food or authentic Chinese food)

Fresh flowers \& Bouquets
International Newspapers and Magazines
Shopping requests



## ED

LABELING DIRECTIVE》


Hereby we inform you about the possible allergenic foods, that may contain, in the products and meals we produce:

Cereals containing gluten, (i.e. wheat, rye, barley, oats, spelt, kamut or their hybridized strains) and products thereof
Crustaceans and products thereof
Eggs and products thereof
Fish and products thereof
Peanuts and products thereof (There are always traces possible!)
Soybeans and products thereof

Milk and products thereof (including lactose)
Nuts i.e. almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia nuts and Queensland nuts and products thereof (There are always traces possible)

Celery and products thereof
Mustard and products thereof
Sesame seeds and products thereof
Sulphur dioxide and sulphites at concentrations of more than $10 \mathrm{mg} / \mathrm{kg}$ or $10 \mathrm{mg} /$ litre expressed as SO 2 .
Lupin and products thereof
Molluscs and products thereof

Please tell your passengers about this and let us know through your catering order, if there are any allergies on board. We will than produce the food according to the allergy mentioned. But, cross termination, like for example with a nut allergy, are always possible! We assume no liability for that.


## I. ORDER PLACEMENT

Please forward your order including the delivery time, airport, registration of the aircraft, name of the handling / FBO responsible, telephone number and email address from the person ordering, invoice address and the complete order of services required to our Carlos Team. The order is considered confirmed with the confirmation from Carlos in the form sent by Carlos.
One request: read our order confirmation carefully, this is the way we have understood your order and will implement it. Due to language and cultural barriers, misinterpretations and, of course, human errors can always occur. The order confirmation is the last opportunity for both sides to check the order again for possible errors before delivery. Your cooperation helps to offer your passenger a perfect event. Thanks very much!

## II. FEES

The following fees apply to all orders:
I) Delivery | Pickup charges

Delivery charges apply for each service (delivery to \& pickup from an aircraft/airport/FBO). This also applies to any additions made to an order upon delivery.
II) Waiting Charge

If the crew does not show up at the aircraft on time we do reserve the right to add a waiting charge on top of the bill per 30 minutes started.
III) Night Surcharge

For services provided between 10 PM LT and 6 AM LT night surcharges apply.
IV) Rush order surcharge

In case that the confirmation has been sent the same day where the delivery takes place we are not not able to guarantee that all products and services are available as stated. Same applies to orders where a confirmation has been sent with a lead time of less than 12 hours. If possible we will inform you prior if items or services are not available as required. A rush order surcharge will apply. Orders as stated above can not be canceled free of charge. Our kitchen teams have to start immediately with the production.
V) Sunday and public holiday surcharge

For deliveries that take place on a Sunday or public holiday, a Sunday and public holiday surcharge applies.

## III. Payment Methods

Direct billing is possible for all services provided by Carlos Aviation Catering Network GmbH. We accept all major credit cards such as Visa, Mastercard, Diners Club and American Express. In such a case please provide all credit card details (CC-number / exp.date / name of cardholder / security code) and a billing address when you place your order.
Other invoicing related matters have to be clarified in advance and verified by our accounting department, Invoices for all services may also be settled via your handling partners, possible surcharges might apply.

## IV. Price Quotations

Please note that airport fee as well as possible handling surcharges will be added to the amount quoted. If you are exempted from VAT, please provide us with proof of such an exemption. This applies only if the invoice will be settled directly with Carlos Aviation Catering Network GmbH.

## V. Cancellation Policy

I) Cancellation charges:

- cancellations received 24 hours or more prior delivery will be free of charge (shopping items excluded)
- cancellations received with lead time of 24 to 12 hours prior delivery a cancellation charge of $50 \%$ of the order volume applies.
- cancellations received with 12 hours or less prior delivery there will be a $100 \%$ cancellation fee.

In general we always do our best to keep those cancellation charges as low as possible.
II) Special orders

Special orders involve items which have been sourced or supplied by a third party due to exclusivity or limited availability. Cancellation free of charge depends on the volume of the catering order. For cancellations with a lead time given of less than 48 hours cancellation charges do apply.

## VI. Extra Services

I) Laundry service

We offer a full laundry and dry cleaning service provided by external suppliers. Carlos Aviation Catering Network Gmbh can not be held responsible for services provided by those external suppliers.
II) Stewarding service

Board equipment such as china, glass and silverware can be cleaned, too.
III) Shopping Services

Carlos Aviation Catering Network GmbH is able to purchase items which have been specifically requested by the client. The availability and prices of those items can not be guaranteed. Surcharges apply for thos shopping and price evaluation services provided.
IV) Pickup from restaurants

Carlos Aviation Catering Network GmbH is able to provide services from external restaurants depending on the lead time given. Carlos Aviation Catering Network GmbH can not be held responsible for quality, amount and packaging provided by this external supplier.
V) Airport Deliveries

Airports which are not approached by us on a regular basis might be provided by external couriers. Extra surcharges do apply for those services. In case transportation will be arranged by an external courier all items delivered will be, in regards of the Aviation Security Act, delivered as "NOT SAVE".

## VII. Complains and improvement suggestions

Please double check all items delivered to you straight upon delivery. Please advise within 72 hours ones services have been provided in case a complaint applies and provide us with pictures and details in regards to the complaint raised.

## VIII. Food Safety Regulations

All food is prepared and stored in accordance with FDA, HACCP and German federal hygiene and sanitation rules and regulations. Ones food has been delivered and / or handed over to the crew and / or the handling / FBO, those parties are responsible to assure that p.e. cooling will be provided without failures with this cooling process.

## IX. Contacts and Operating Hours

I) Contact details

You can reach us by telephone or email. For urgent inquiries between 10 pm and 06 am local time, please contact us by telephone.
T: +49 $30208475700 \quad$ E: order@aviation-catering.com W: www.aviation-catering.de
II) Office hours

You can reach our catering team by phone $\mathbf{2 4 h} \mid 7$ a year.

## X. Regular Distributor

All necessary approvals by the Federal Aviation Office and the airport operator are existing. We guarantee a secure supply chain!
LBA - regulated supplier for onboard supplies

## IMPRINT "

## ADMINISTRATION

Martin Henschel
E: mh@aviation-catering.com

## GRAFIK I LAYOUT I PHOTOS

AD!VENTURES - Marketing \& Werbung
André Müller
E: info@adventures-marketing.de
W: www.adventures-marketing.de

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## CARLOS AVIATION CATERING NETWORK GMBH

## SERVICE HOTLINE / EMAIL

T: +49 30208475700 | E: order@aviation-catering.com

## HEAD OFFICE

Mittelstraße 5-5A | 12529 Schoenefeld
T: +49 30208475700 | E: order@aviation-catering.com | W: www.aviation-catering.de

## AIRPORT LOCATIONS WE SERVED

| " Berlin-Brandenburg [EDDB] | " Dresden [EDDC] | "Frankfurt/Main [EDDF] |
| :--- | :--- | :--- |
| " Cologne/Bonn [EDDK] | " Dusseldorf [EDDL] | "Halle/Leipzig [EDDP] |
| " Dortmund [EDLW] | "Egelsbach [EDFE] | "Moenchengladbach [EDLN] |

