

# General Terms and Conditions (GTC) for Events

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**URBAN's Lounge Restaurant**  
operated by Gourmet-Star GmbH  
Antonie-Alt-Gasse 2/1/10A, A-1100 Vienna, Austria  
Version: 29.04.2026

## 1. Scope

These General Terms and Conditions apply to all reservations, event bookings, group bookings, catering services and related services connected with events at URBAN's Lounge Restaurant. By placing a booking, the customer accepts these Terms.

## 2. Formation of Contract

A binding contract is concluded upon written confirmation by the restaurant (email sufficient) or upon receipt of the agreed deposit.

## 3. Deposit

For events, a deposit of 30% of the estimated total revenue may be required. A reservation becomes binding only after receipt of the deposit.

## 4. Number of Participants

For events with fixed menus, buffets or package arrangements, the number of participants may be adjusted once by up to 20% no later than 7 days before the event. Changes beyond 20% require recalculation. If changes are made later than 7 days before the event, the last confirmed number of participants shall be the minimum billing basis. This also applies to no-shows.

## 5. Cancellation by Customer

Up to 30 days before the event: free of charge. Between 30 days and 7 days before the event: 30% cancellation fee. Less than 7 days before the event: 100% of the calculated agreed services. As a gesture of goodwill, for cancellations between 30 days and 7 days before the event, the customer shall receive a credit note equal to the charged 30% cancellation fee for a future event. No legal entitlement applies. Credit notes are valid for 12 months and cannot be redeemed in cash.

## 6. Beverage Flat Rates

Unless otherwise agreed in writing, beverage flat rates are charged per guest and per commenced hour for the full agreed number of participants. The flat rate continues until expressly terminated by the organizer or authorized representative. Thereafter, actual consumption shall be charged.

## **7. Event Duration / Curfew / Minimum Consumption**

Unless otherwise agreed in writing, regular event time ends at 11:00 p.m. For each commenced hour thereafter, a minimum consumption of EUR 300.00 net per hour applies. This may be fulfilled through beverage flat rates, individual consumption or a combination thereof. Any shortfall shall be charged as an extension fee.

## **8. Food and Beverages Brought by Customer**

Bringing food or beverages requires prior consent of the restaurant. Unless otherwise agreed, service fees apply as follows: desserts/cakes EUR 3.50 net per guest; beverages EUR 2.70 net per guest.

## **9. Third-Party Services**

If third-party providers are engaged at the customer's request (e.g. DJ, decoration, rental furniture, technical equipment, artists, transport), any cancellation fees, failure charges or other costs charged by such providers shall be passed on to the customer on a one-to-one basis.

## **10. Payment Terms**

Invoices are due immediately after the event unless otherwise agreed. If invoiced afterwards, payment is due within 7 calendar days from invoice date.

## **11. Corporate Clients and companies**

Unless otherwise agreed in writing, all offers, prices and quoted amounts provided to corporate customers or business clients shall always be understood as net amounts plus applicable statutory VAT.

## **12. Liability**

The organizer shall be liable for damages caused by the organizer, guests, employees or agents. The restaurant shall only be liable for damages caused intentionally or by gross negligence to the extent permitted by law. No liability is assumed for wardrobe items, gifts, technical equipment or valuables brought by guests.

## **13. Governing Law and Jurisdiction**

Austrian law shall apply, excluding conflict of law rules. For business customers, the competent court in Vienna is agreed as place of jurisdiction. Mandatory consumer jurisdiction rules remain unaffected.

## **14. Severability**

Should any provision of these Terms be invalid or unenforceable, the remaining provisions shall remain in full force and effect.