

INFORMATION FOR CUSTOMERS

Alpine Vending Co Ltd is a fully accredited member of the AVA (The automatic Vending Association of Great Britain)

Hygiene is a major aspect of the service provided to our Customers, all our procedures have been developed through consultation with the Environmental Health Authorities, the AVA and our own field experience.

Our procedures ensure a high standard of operation and are kept under constant review in the light of new developments in technology and legislation.

They include:

CLEANING OPERATIONS

All machines are cleaned regularly. The following items are prepared prior to each visit: disposable towels; sanitising agent; clean pail and gloves; sanitised contact surface hit.

The machine is checked for damage and faults. Cups are replenished, ingredient canisters removed and topped up as required, the canister shelf cleaned and the canisters replaced. The contact surface kit, comprising all those parts which come into direct contact with the vended beverage, is exchanged. The cup station is removed, cleaned, dried and replaced. The boiler and fridge housing and lower cabinet are cleaned and dried, together with the waste bucket and floor area. The machine is flushed and tested. In addition, all ingredients and syrup canisters are regularly exchanged for sanitised replacements.

All Operatives wear suitable protective clothing and have their vehicles inspected at intervals by our field supervision who also carry out spot checks to ensure that our procedures are being carried out to the correct standard and to the satisfaction of our customers.

INGREDIENTS

Our ingredients are only acquired from reputable suppliers and proper stock control ensures there is no risk of poor quality being used. Close monitoring of ingredient gramme settings ensure constant drink quality.

MAINTENANCE

We pride ourselves on the expertise and efficiency of our Service Force which comprises fully mobile engineers, in constant contact with large stocks of spare parts, available to respond to any machine failure.

ADMINISTRATION

All the activities associated with the operation are recorded. We are able to account for ingredients, vends, test vends, cash takings, refunds, frequency of visit and completion of hygiene procedures. This enables us to provide our customers with detailed accounts on a monthly basis verified by information held on site.

TERMS AND CONDITIONS OPERATING CONTRACT

Alpine Vending Co Ltd will:

- a) Provide Public Liability Insurance against damage of injury caused by the machine/s or its employees, details of which are available on request and, if specified overleaf.
- b) Provide an Operated Vending service for the machine/s as specified overleaf ("the machines")
- c) Provide vending ingredients and confectionary suitable for use in the machine/s
- d) Collect, count and bank all cash takings
- e) Provide maintenance, including all parts and labour, for the machine/s
- f) Supply the machine/s where specified
- g) Provide a monthly invoice/credit note showing appropriate charges and credit for gross cash collected (if applicable)

2. The Customer, at his own expense, will:

- a) Provide water and electricity, via the appropriate connections adjacent to the machine/s necessary for the machine/s to function, as recommended by the machine manufacturer.
 - b) Provide ready access to the machine/s at all reasonable times for Alpine Vending staff.
 - c) Keep the area in the vicinity of the machine/s in a clean and hygienic condition.
 - d) Insure the machine/s and their contents against loss of damage howsoever caused including fire, flood, theft and vandalism, whilst on the customers premises.
 - e) Inform Alpine Vending at its Head Office of any machine failure.
 - f) Continue payments for the rental, lease, hire purchase, maintenance, operation and insurance of the machine/s in force at the time of signature of this agreement as appropriate.
 - g) Ensure that for the duration of the agreement Alpine Vending will have exclusivity in providing vending services to the site address which is the subject of this agreement.
3. Following the submission of the monthly invoice/credit note, payment will be made by either party within 30 days.
4. Where an Alpine Vending Operating Contract relates to the operation of vending machines which are the subject of a lease agreement, at the end of the initial lease period for the machines in question, if the Operating Agreement continues beyond the initial lease period, then the customer shall pay directly to Alpine Vending the quarterly payments which would previously have been paid to the leasing company, such fees to be paid in exchange for continued use of the vending machines as well as full parts and labour maintenance.

5. Indemnity

- a) The Customer and Alpine Vending both agree to comply with all statutory requirements and regulations relating to the machine/s.
- b) Alpine Vending shall not be liable for any loss, damage or injury caused by the

customer employees or third parties arising from the provision of the service by Alpine Vending.

- c) Alpine Vending shall not be liable for failure to fulfil any obligation due to matters beyond its control.

6. Termination

- a) This agreement may be terminated by either party giving to the other three months notice in writing to expire at the end of the period specified overleaf.
- b) If the agreement is not terminated under clause 6(a) it shall continue unless and until terminated by either party giving to the other three months notice in writing to expire on any anniversary date of this agreement.
- c) If either party considers the other to be in material breach of its obligations under this agreement, then if, after giving notice in writing to specifying the breach and allowing 28 days to rectify the breach, the matter is not resolved then the party alleging the breach may terminate the agreement forthwith.
- d) Alpine Vending shall be entitled to terminate this agreement immediately by notice in writing to the customer if, the customer being an individual shall have an Interim or Bankruptcy Order made against the customer or the customer petitions for his own bankruptcy or is served with a Creditors demand under the Insolvency Act 1986 or the Bankruptcy (Scotland) Act 1985 or makes a composition, or arrangement with creditors or calls a meeting of them or being a company shall have a Receiver or Administrative Receiver appointed or an order made or presented for the appointment of an Administrator or a resolution passed for the winding up of the customer except for the purposes of amalgamation or reconstruction.
- e) If this operating agreement is terminated by Alpine Vending or the customer repudiates this Agreement and Alpine Vending accepts such repudiation the customer shall pay to Alpine Vending immediately £30.00 (thirty pounds sterling) per machine for each unexpired week of the contract.
- f) The termination fees in (e) above are to cover the administrative, labour, transport, refurbishing and other costs associated with the early removal of the vending machine/s due to premature termination by the client and loss of income. Such fees are payable within 7 days of invoice.
- g) Alpine Vending will have the right to terminate any contract which fails to meet the minimum level of profitability it requires, or alternatively, and at Alpine Vending's discretion to continue providing the service agreed in this contract and to charge a service fee of no more than £20 per week per machine to recover the cost of labour, materials, profit and machine supply.

7. Assignability

- a) The Agreement and all rights of Alpine Vending may be assigned, transferred or otherwise dealt with by Alpine Vending and shall inure to the benefit of the successors and assigns of Alpine Vending.
- b) Alpine Vending may enter into subcontracting arrangements for the performance of any part of this agreement.