

Terms and Conditions – Bandy Coffee & Food

Version: 18 August 2026

1. About us

Bandy Coffee & Food is a trading name of Vilter Coffee B.V., whose registered office is at Notarisappelhof 26, 2728 KN Zoetermeer, the Netherlands, and which is registered with the Dutch Chamber of Commerce under number 97501964.

Our hospitality venue is located at Vijverhofstraat 70, 3032 SN Rotterdam, the Netherlands.

You can contact us at info@bandycoffee.nl.

In these Terms and Conditions, “Bandy”, “we”, “us” and “our” refer to Vilter Coffee B.V., trading as Bandy Coffee & Food. “Guest”, “customer”, “you” and “your” refer to any individual or organisation that visits our website, makes a reservation, or purchases a product or service from us.

2. Applicability

1. These Terms and Conditions apply to the use of our website and to all offers, reservations, orders and agreements made through our website, by email, by telephone or at our venue.
2. Our hospitality services are also subject to the most recent Uniform Conditions for the Hotel and Catering Industry (UVH) issued by Koninklijke Horeca Nederland. The UVH can be viewed and downloaded at khn.nl/uvh.
3. If a specific agreement made with you differs from these Terms and Conditions, that specific agreement will prevail. If these Terms and Conditions conflict with the UVH, the provision that applies most specifically to the hospitality service concerned will prevail, subject at all times to mandatory consumer law.
4. Any deviation from these Terms and Conditions is valid only if confirmed by us in writing.

3. Information on our website

1. We take care when compiling the information on our website. Nevertheless, prices, opening hours, menu items, ingredients, photographs and other information may change or may occasionally be incorrect.
2. Photographs and descriptions are provided as an indication only. Products and dishes may reasonably differ, for example because of seasonal availability or the availability of ingredients.

3. Obvious typographical, pricing or input errors are not binding on us. If an error affects an order or reservation, we will contact you as soon as reasonably possible.
4. Current information provided at our venue or during the ordering or reservation process takes precedence over older information shown on the website.

4. Offers, prices and payment

1. All prices shown to consumers include VAT, unless clearly stated otherwise.
2. All offers are subject to availability and capacity.
3. Payment must be made using one of the payment methods offered and at the time indicated.
4. If a technical or administrative payment error occurs, we may suspend performance of the agreement until the payment has been processed correctly. This does not affect your statutory rights.

5. Reservations

1. A reservation becomes final once we have confirmed it in writing or electronically.
2. You are responsible for providing correct contact details, the correct number of guests and any relevant additional information.
3. Please notify us as soon as possible if you will be late, the number of guests changes or you are unable to attend.
4. If you arrive more than 15 minutes late without notifying us, we may release your table. Where possible, we will still try to accommodate you, but we cannot guarantee that a table will be available.
5. Cancellations, amendments and no-shows are subject to the cancellation provisions of the UVH, unless we have expressly stated a different policy when the reservation was made.
6. For group reservations, private events or reservations involving a pre-agreed menu, we may require a deposit, minimum-spend guarantee or additional arrangements. These will be agreed in writing in advance.

6. Online orders and collection

This section applies only if we offer online ordering through our website.

1. An order becomes final once you have received an order confirmation.
2. Any stated preparation or collection time is an estimate. We will make reasonable efforts to meet it, but delays may occur because of demand or circumstances beyond our control.
3. Please check upon receipt that your order is complete and correct. Report any issue as soon as possible, preferably before leaving the venue.
4. As a general rule, the statutory right of withdrawal does not apply to products that are liable to deteriorate or expire rapidly. This does not affect your statutory rights if a product is defective or the wrong product has been supplied.

5. If an ordered product is unexpectedly unavailable, we will offer a suitable alternative in consultation with you or refund the amount paid for that product.

7. Gift cards

This section applies only if we offer gift cards.

1. The validity period will be stated on the gift card or at the time of purchase. The validity period will never be shorter than the minimum period permitted by law.
2. Gift cards cannot be exchanged for cash, unless the law requires otherwise.
3. We are not obliged to replace a gift card that has been lost, stolen, damaged or used without permission, unless we can reliably verify and block the remaining balance.
4. A gift card may not be used to purchase another gift card unless we state otherwise.

8. Allergies and dietary requirements

1. You must clearly inform us of any allergies or dietary requirements before ordering. If in doubt, always ask a member of staff for up-to-date allergen information.
2. We handle allergens with care, but different ingredients are prepared and handled in the same kitchen and bar areas. We can therefore never completely eliminate the risk of cross-contamination.
3. We may refuse an order or requested alteration if we cannot safely accommodate an allergy or dietary requirement.
4. After we have provided the available information, the guest remains responsible for the ultimate decision whether to consume a product.

9. Conduct and house rules

1. Guests must follow reasonable instructions from our staff and show consideration for other guests, our employees and local residents.
2. We may refuse admission or require a guest to leave in the event of aggression, harassment, discrimination, nuisance, damage, theft, dangerous conduct, or a breach of the law or our house rules.
3. To the extent permitted by law, a guest may be held liable for damage caused to our property, employees or third parties.
4. Guests may not bring or consume their own food or drinks unless we have given prior permission.

10. Liability

1. We are liable for loss or damage to the extent that it is attributable to us under applicable law.
2. We are not liable for the loss, theft or damage of personal belongings unless caused by a breach of contract or unlawful act attributable to us.

3. In relation to business customers and to the extent permitted by law, our liability is limited to the amount paid under the agreement concerned or, if higher, the amount paid out under our liability insurance.
4. No limitation in these Terms and Conditions applies in the event of wilful misconduct or deliberate recklessness on the part of Bandy, or where liability cannot legally be limited.

11. Force majeure

1. If we are temporarily or permanently unable to perform an agreement because of circumstances beyond our reasonable control, we may suspend performance, offer a reasonable alternative, or terminate the agreement in whole or in part.
2. Force majeure may include power or internet outages, fire, extreme weather, government measures, outbreaks of illness, supply problems and other unforeseen circumstances beyond our reasonable control.
3. If we are permanently unable to provide a paid product or service, we will refund the amount paid for the part that has not been provided. A voucher will only be offered as an alternative; you are not required to accept it if you have a statutory right to a refund.

12. Intellectual property

1. All texts, photographs, illustrations, logos, designs and other content on our website are owned by us or used with permission.
2. You may not copy, publish, commercially use or modify this content without prior written permission, except for normal personal use or where permitted by law.
3. You may not use our website in any way that could interfere with its operation, security or availability.

13. Privacy and cookies

We process personal data in accordance with our Privacy Policy. Information about our use of cookies is provided in our Cookie Policy and, where applicable, through the cookie settings on our website.

14. Complaints

1. If you have a complaint, please notify us as soon as possible at info@bandycoffee.nl, clearly describing the issue and, where available, providing your reservation or order details.
2. We aim to provide a substantive response within 14 days. If this is not possible, we will let you know when you can expect a response.
3. This section does not restrict a consumer's right to submit a complaint or dispute to a competent authority or court.

15. Changes to these Terms and Conditions

1. We may amend these Terms and Conditions when necessary, for example because of changes in legislation or in our services.
2. The version in force when an agreement was entered into will continue to apply to that agreement, unless an amendment is required by law or agreed with you.
3. The current version and effective date will be published on our website.

16. Governing law and disputes

1. These Terms and Conditions and our agreements are governed by Dutch law.
2. Disputes will be submitted to the court having jurisdiction under applicable law. Consumers will always retain the protection afforded to them by any mandatory provisions of law that apply to them.
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