



Pakistan International Airlines Corporation

(DRAFT)
Catering Services Agreement

Between

PAKISTAN INTERNATIONAL AIRLINES

And



Pakistan International Airlines Corporation

Catering Services Agreement

Between **Pakistani Int'l Airlines**
Karachi
Pakistan

(A corporation existing and operating under the Pakistan International Airlines Corporation ACT, 1956 (ACT XIX of 1956), having its head office at Karachi Airport, Karachi (Hereinafter referred to as Pakistan Int'l Airlines)

And
M/s [name] incorporated in [date] existing in [Address of Head office, City, country]

(Hereinafter referred to as the Caterer)

The contract period will be effective from _____ and will remain valid till _____.

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1. Provision of Goods and Services

The specifications of this Agreement shall be applicable to the provisions of goods and services for all flights, schedule and non-scheduled.

The Caterer agrees to provide the following services:-

- Meals and last minute uplifts, (as per Appendix II)
- Flight handling consisting of :
 - Meals and other food products as per Halal Food requirements of Pakistan Int'l Airlines.
 - Transportation to/from aircraft.
 - Off/on handling of aircraft.
 - Other agreed services.

Pakistan Int'l. Airlines will ensure that the Caterer has sufficient catering equipment and other airline owned items according to agreed stock levels.

Caterer agrees to maintain all Pakistan Int'l, Airlines equipment/material under secure and suitable conditions to prevent damage and pilferage and will submit monthly inventory to respective Station Manager/ Catering Representative, Pakistan Int'l, Airlines, [STATION NAME] for onward dispatch to head office.

2. Instructions

2.1 General

The caterer will ensure that all requirements of the regulatory bodies like aviation authorities of [COUNTRY NAME e.g. B.A.A] etc. are fully complied so that clean certificate is issued after their periodic inspection/verification of record at caterer's facilities.

The Caterer will strictly follow the instructions concerning menus and flight schedule issued by Pakistan Int'l Airlines from time to time and will ensure its effective implementation within the specified time frame.

Pakistan Int'l, Airlines shall provide the Caterer with comprehensive, accurate and at every point up-to-date written information/instructions needed by the Caterer to secure the highest standard of service.

2.2 Change of Schedules

Pakistan Int'l Airlines shall give notice of change in schedule/meal plan sufficiently in advance to enable the caterer to plan production of meals accordingly.

Pakistan Int'l, Airlines shall give notice of ad hoc changes of schedules/types of aircraft as soon as possible.

2.3 Menu presentations

Periodic Meal presentations will be held to finalize meal specifications (minimum 2 meal presentations in a calendar year to Pakistan Int'l Airlines). The date for presentation will be advised to the caterer sufficiently in advance to enable it plan accordingly.

2.4 Specification, compliance & substitution policy

No substitution, except under abnormal circumstances, can be made to any classes' menu items. Where a product is not available, CATERER will make a suitable and appropriate product substitution and will inform Pakistan Int'l Airlines Representative/Airline Station Manager beforehand. This substitution will be made at no cost to Pakistan Int'l Airlines. When a substitution is made, CATERER is required to submit a substitution form along with the loading papers (ACOs) to the operating Senior Purser with a copy for Pakistan Int'l Airlines Representative/Station Manager advising details of the substitution. The primary consideration will be to replace the item with an item of no lesser value unless all such items available are not appropriate substitutions. In the event that a lower cost product is used, Pakistan Int'l Airlines will receive a credit for the difference.

2.5 Meal Tasting

Food tasting sessions will take place at least once a fortnight and will be conducted jointly with the local Airline Representative/Station Manager.

2.6 Ad-Hoc/VVIP Flights

At least three (3) days' notice is required for the provision of full catering of additional and/or ad-hoc flights that have unique needs. In the event of an ad-hoc flight, CATERER will assess the requirements of the service and assign a service team to this flight. In order to respect the strict security requirements for WIP flights, no deviation from Pakistan Int'l Airlines' supplied menus can be made.

2.7 Aircraft Arrival

CATERER will meet all aircraft including night stop on arrival for flights arriving on time or within 30 minutes of scheduled time of Arrival. Aircraft arriving after 30 minutes but before 120 minutes of STA will be met within 15 minutes of arrival. Aircraft arriving after 120 minutes of STA will be met as soon as possible but only at best endeavours basis. Night stop aircraft will be catered no earlier than three (3) hours before STD and no later than one (1) hour prior to STD.

2.8 Aircraft Attendance

CATERER dispatchers will only leave Pakistan Int'l Airlines aircraft, after briefing and handing over complete charge to the outbound/operating Cabin Crew and receiving the signed Aircraft Catering Order (ACOs) from the Senior Purser and having been advised by the Duty Airline Representative/Airline Station Manager that they have clearance to leave. Airline Representatives/Airline Station Manager may give instructions directly to the CATERER dispatchers onboard the aircraft where there is no manager available. CATERER manager will attend at least 10% of all Airline flights.

2.9 Galley Diagrams

Pakistan Int'l Airlines is to supply all galley diagrams. Any requests to change existing packing methods and loading scales must be directed to the CATERER Commercial Manager assigned to look after Pakistan Int'l Airlines, who will confirm acceptance of the change back in writing. A minimum of one (1) week's notice is required from request of change prior to implementation.

2.10 Delivery Paperwork

CATERER will supply documentation (ACOs) detailing the catering uplift for each flight and this must be signed by an outbound/operating Senior Purser or one of Pakistan Int'l Airlines nominated employees with a copy being handed over to the Senior Purser. Once signed, the contents of the document will stand as supplied. The delivery note will also include a signed Security Declaration as this is a strict security requirement of the DFTS.

In the case of any substitution being made to the menu for the respective flight, a substitution form advising of the substitution needs to be submitted with the delivery note.

2.11 Access to Aircraft

CATERER will be given clear access to the aircraft in order to carry out its requirements. If access is denied, CATERER will not be held accountable for any subsequent delay to the aircraft's departure. However, when clear access is not available, the CATERER dispatcher must immediately advise Pakistan Int'l Airlines Representative/Station Manager advising the time and details of the incident.

2.12 Additional Deliveries

Extra vehicle charges will apply for additional deliveries to aircraft. No charge will apply if the additional delivery is as a result of an error made by CATERER.

2.13 Aircraft Changes

Aircraft changes, if any, will be normally advised at least 10 hours before departure and will not be charged. If Aircraft changes are advised less than 10 hours prior to departure time, Pakistan Int'l Airlines will incur additional loading charges, as agreed. If the aircraft change necessitates a change of equipment and a return to the kitchen to effect that change, the agreed charges will apply for the provision of this service.

2.14 Equipment Service

CATERER will manage all Airline equipment in our possession which will be used only for Pakistan Int'l Airlines' needs. CATERER and Pakistan Int'l Airlines will agree to par levels for each aircraft which may change in case of the introduction of a new aircraft only. Pakistan Int'l Airlines will supply quantities of equipment in order for the agreed par levels to be maintained. Pakistan Int'l Airlines will notify CATERER in advance of any cabin-loaded equipment deliveries and any Airway Bills. CATERER will accept delivery of the equipment and store it safely and securely.

2.15 Additional Requirements

There should not be any overstocking of equipment at any station. Pakistan Int'l Airlines Representative/Station Manager must be informed on a regular basis about any shortfalls or excessive equipment accumulating at the respective station. All excessive equipment should be returned to Pakistan.

2.16 Equipment Wash

All trolleys, canisters, ovens, cutlery and rotatable equipment including glasses will be properly washed and cleaned to the operations' hygiene standard upon receipt from an incoming aircraft, if that equipment forms part of working stock.

3. Ordering and Cancellation Procedures

Ordering Procedures

Meal ordering procedures are specified in Appendix II.

[Cancellation Charges to be quoted by the caterer]

4. Standards

4.1 Caterer's Obligations

The Caterer will:-

- a. Ensure Pakistan Int'l Airlines that all premises, plant, production processes, utensils and vessels used for storage, preparation, production, and transportation of all meals and beverages provided to Pakistan Int'l Airlines aircraft meet the standards of hygiene specified by all applicable local and federal laws, regulations, procedure and requirements.
- b. Preparation of food shall be in accordance with the Islamic Food Laws apart from meeting the hygiene and sanitary regulations of [Country Name]. No haram item under the Islamic laws including but not limited to Alcohol, truffle, lard fats and pork shall be used in any item/product supplied under this agreement. The quality of all supplied and services shall be to the entire satisfaction of Pakistan Int'l Airlines.
- c. Take all reasonable steps to ensure that food delivered to Pakistan Int'l Airlines shall be free from living organisms of disease, foreign objects and toxic substances of any origin.
- d. Guarantee that all goods and services are provided in conformity with the specifications of this Agreement and that, if not specified, the foods and the processing of same are of the highest possible quality and free from defects, including latent defects in the material or in the method of processing.
- e. All raw material used by the Caterer shall be of high standards meeting the hygiene, sanitary and all lawful standards prescribed by the government agencies of [Country Name]. The quality of all supplies and services shall be to the entire satisfaction of Pakistan Int'l Airlines and Caterer shall use foods and beverages in compliance with recipes, menus and specifications as approved by Pakistan Int'l Airlines.
- f. Pakistan int'l Airlines shall have the right to carry out inspections of the catering premises in which meals are prepared and services rendered in accordance with this Agreement. In the event of any purported breach of this Agreement being noticed during inspection, a written notice hereof shall be given to the Caterer who shall be permitted 15 days from the date of receipt of such notice to rectify such purported breach.
- g. The cost of 2 visits (4-7 days per visit) in a year (excluding the cost of Airline tickets only) including Hotel Accommodation, Meals, taxi charges for 2-4 PIA personnel from Karachi Head office for inspecting catering facility, carrying out inventory checks and meal presentations is agreed to be borne by the caterer.
- h. In the case of shortages or change of certain items causing deviation from requirements laid down by Pakistan Int'l Airlines, the Caterer shall use its best efforts to inform Pakistan Int'l Airlines, as soon as possible.

- i. Caterer shall keep its Flight Kitchen and all food preparation, handling, storages and dispensing facilities and its equipment and transport vehicles used in providing the Services in a clean and sanitary condition in addition to conditions outlined above.
- j. A catering manual prescribing standard of in-flight meal production, handling, storage, Dispensation and transportation in accordance with PIA requirements inclusive of current Food Schedule and menus will be maintained at caterer premises and copies of same shall be provided to PIA station Manager, and updated by the caterer from time to time.
- k. To avoid language barrier, the caterer must depute one supervisor/personnel who can communicate in English and/or Urdu.
- l. After uplift of meals, supervisor must communicate the galley wise loading position to the crew members,
- m. Acknowledgement must be obtained from the Sr. Purser if any order placed other than standard catering uplift (e.g. Beverages).
- n. Must carry EXTRA beverages in loading truck incase of any demand and also to avoid additional transportation charges. These extra beverages will only be charged to PIA if provided to PIA crew on their written demand. The demand form must be signed by the senior purser and attached with the invoices.
- o. Reporting at the aircraft with full complement catering order as short and part meal uplift will not be accepted.
- p. One copy of the meal uplift loading sheet must be counter signed by Sr. Purser.
- q. One copy of the counter sign by Sr. Purser, must be attached with invoices for Pakistan Int'l Airlines record purposed and further necessary formalities by Finance Manager.
- r. Catering supervisor must be available until the departure of the flight for any last minute demand.
- s. Caterer must ensure that all items dispatched by PIA must be consumed within 3 months by ensuring FIFO and complying with HMRC instructions.

4.2 Service Guarantees / Penalties

Caterer will ensure delivery of meals to Pakistan Int'l Airlines in accordance with the schedule provided to them each month by the PIA Station Manager [Station Name].

Any delays to flights on account of late catering deliveries (attributed directly to Caterer) will be penalized with deductions from catering bill as follows :-

Up to 15 minute	-	50% handling charges + 25% food charges
15 to 30 minutes	-	100% handling charges + 50% food charges
Over 30 minutes	-	100% handling/food charges

In case, catering service is compromised due to short supply of meals by the caterer, a 20% deduction will be made from total invoiced amount.

In case of any other anomaly in the service or handling not defined in the contract, Pakistan Int'l Airlines will inform the caterer and mutually decide if any penalties should be charged to the caterer.



Any RISK PURCHASE by Pakistan Int'l Airlines will be at caterer cost for non-provision/delay/deviation from agreed airline standards.

5. **Prices**

- 5.1 Prices for the provision of goods and services effective [date] are given in Appendix I. These will henceforth be an integral part of this agreement.
- 5.2 Prices quoted by the caterer, once approved will remain valid for a term of () year(s) and thereafter may be extended for another term (s) and prices be reviewed according to mutually agreed percentage of CPI (Consumer Price Index) of (Country name) officially published by National Statistics Department of (Country Name).

6. **Payments**

The caterer will submit monthly invoices in accordance with the approved prices to Station Manager [Station Name]. Pakistan Int'l Airlines agree to pay the Caterer the charges set out in the respective Appendices of this Agreement only, any sort of charges not mentioned in the pricelist including taxes, VAT etc will not be paid by Pakistan Int'l Airlines.

Payment conditions are specified in appendix III of this Agreement.

7. **Subcontractors**

No subletting/ sub contracting of any of the services is permissible unless explicitly cleared and approved by Pakistan Int'l Airlines and such services under subcontracting are to be properly defined.

8. **Validity, Modification and Termination**

- 8.1 This Agreement shall be effective from [Date] and will govern the provision of the services.
- 8.2 The duration of the contract shall be one year, extendible to further two terms subject to satisfactory performance.
- 8.3 This agreement shall remain in force for a period of () year(s) until unless terminated by either party giving ninety (90) days prior notice to the other party in writing without assigning any reason thereof.
- 8.4 This agreement may be extended for another term upon successful completion of contract term with mutual consent of both the parties.
- 8.5 Modifications of or additions to this agreement or its Appendices must be approved in writing by the parties concerned with mutual consent.
- 8.6 Either party may at any time terminate this Agreement by written notice to the other party, in whole or in part and in its absolute discretion in the event of a breach of this contract, if such breach has been notified to the breaching party and the breaching party has failed to remedy the same to the satisfaction of the non-breaching party within 30 days of such notice.

- 8.7 In the event of the Agreement or part thereof being terminated by notice or otherwise, such termination shall be without prejudice to the accrued rights and liabilities of either party prior to the termination.

9. Liability and Indemnity

- 9.1 In this clause all references to the caterer and to Pakistan Int'l Airlines shall include their directors, officers, employees and servants.
- 9.2 In no event shall caterer be liable for any failure to provide the services in accordance with the agreement to the extent that it is prevented from doing so as a result of any act or omission of Pakistan Int'l Airlines or its agents.
- 9.3 Notwithstanding any other provision in this agreement, neither party shall be liable to the other for any loss of profits, loss of revenue, wasted expenditure, loss of goodwill or any indirect or consequential loss or damage of any kind howsoever arising and whether caused by tort (including negligence), breach of contract or otherwise incurred or suffered by the other party.
- 9.4 Any limitation of liability set out in this agreement shall not apply so as to restrict either party's liability for death or personal injury resulting from that party's negligence.
- 9.5 Nothing in this clause 9 shall affect either party's right otherwise to terminate this agreement. The express terms and conditions of this agreement are in lieu of all warranties, conditions, terms, undertakings and obligations implied by statute, common law, custom or otherwise all of which are hereby excluded to the fullest extent permitted by law.
- 9.6 Caterer shall indemnify Pakistan Int'l Airlines and keep Pakistan Int'l Airlines fully indemnified at all times against all claims, demands, direct losses, cost and expenses (including reasonable legal and other professional advisers' fee) which are made or brought against or incurred by Pakistan Int'l Airlines, arising as a result of death or personal injury suffered by Pakistan Int'l Airlines personnel or third parties or any loss of or damage to any property owned or operated by Pakistan Int'l Airlines (including without limitation any aircraft or air craft equipment) or third parties caused by any breach by Caterer in performance of its obligations under this agreement or any negligent act or negligent omission of caterer, its agents or sub-contractors provided that caterer shall not be liable under this indemnity to the extent that any such event, claim or breach was caused by any act or omission of Pakistan Int'l Airlines or its agents, or by any breach by Pakistan Int'l Airlines of any of its obligations under this agreement.
- 9.7 Pakistan Int'l Airlines, shall as soon as reasonably practical on being aware of the relevant matter, give written notice to caterer of any matter or circumstances giving rise or capable of giving rise to a claim under this indemnity (including as full details as reasonably possible of the relevant matter).
- 9.8 Pakistan Int'l Airlines shall, at the cost of caterer, provide to caterer's professional adviser every reasonable assistance in investigating the matter and shall allow caterer to appoint legal advisers of its choice and to conduct and / or settle negotiations and / or proceedings relating to negotiations and / or proceeding) Pakistan Int'l Airlines shall comply with caterer's reasonable requests in the conduct of any such negotiations and/ or proceedings.
- 9.9 Pakistan Int'l Airlines shall not (and shall ensure that none of its agent shall) make any admission in respect of , knowingly compromise, or settle any liability, claim or matter

capable of giving rise to a claim under this indemnity without the prior written consent of caterer, which shall not be unreasonably delayed.

9.10 Pakistan Int'l Airlines shall indemnify caterer and keep caterer fully indemnified at all time against all claims, demands, direct losses, costs and expenses (including reasonable legal and other professional advisers fees) which are made or brought against or incurred by caterer arising as a result of death or personal injury suffered by Caterer personnel or third parties or any loss of or damage to any property owned or operated by caterer (including without limitation any airline catering equipment) or third parties caused by any breach by t Pakistan Int'l Airlines, its agents or sub-contractors provided that Pakistan Int'l Airlines shall not be liable under this indemnity to the extent that any such event, claim or breach was caused by any act or omission of any third party or of caterer or its agents, , or by any breach by caterer of any of its obligations under this agreement.

9.11 Caterer shall as soon as reasonably practical on being aware of the relevant matter, give written notice to Pakistan Int'l Airlines of any matter, or circumstances giving rise or capable of giving rise to a claim under this indemnity (including as full details as reasonably possible of the relevant matter).

9.12 Caterer shall, at the cost of Pakistan Int'l Airlines, provide to Pakistan Int'l Airlines and to Pakistan Int'l Airlines' professional advisers every reasonable assistance in investigating the matter and shall allow Pakistan Int'l Airlines to appoint legal advisers of its choice and to conduct and/or settle negotiations and/or proceedings relating to such matter or claim or (where it is not appropriate for Pakistan Int'l Airlines to have conduct of such matter or claim or (here it is not appropriate for Pakistan Int'l Airlines to have conduct of such negotiations and/or proceedings) caterer shall comply with Pakistan Int'l Airlines reasonable requests in the conduct of any such negotiations and/or proceedings.

9.13 Caterer shall not make any admission in respect of, knowingly compromise, or settle any liability, claim or matter capable of giving rise to a claim under this indemnity without the prior written consent of Pakistan Int'l Airlines, which shall not be unreasonably withheld or delayed.

9.14 Each of caterer and Pakistan Int'l Airlines agree that, to the extent that any matter gives rise or may give rise to claim by it under an indemnity, it shall take all reasonable steps to mitigate any losses, liabilities, damages, costs, claims, and/or expenses suffered or incurred by it, caused by or arising out of or in connection with, the relevant matter.

9.15 Both the Caterer and Pakistan Int'l Airlines are exempt from liability, if prompt notification is given by either party in respect of any failure to perform their obligations under this Agreement arising from any of the following causes:

- A. labour disputes involving complete or partial stoppage of work and restricted practices or strikes threatened or actual.
- b. Force majeure or any other cause beyond the control of either party, including Governmental interference, direction or restriction, war, civil commotion or fire.

10. Integrity Pact / Disclosure Clause

Declaration of Fees, Commissions and Brokerage Etc. Payable by the Suppliers, Vendors, Distributors, Manufacturers, Contractor & Service Providers of Goods, Services & Works

_____ the Seller / Supplier / Contractor hereby declares its intention not to obtain the procurement of any Contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative sub-division or

agency thereof or any other entity owned or controlled by it (GOP) through any corrupt business practice.

Without limiting the generality of the forgoing the Seller / Supplier / Contractor represents and warrants that it has fully declared the brokerage, commission, fees etc., paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from Government of Pakistan, except that which has been expressly declared pursuant hereto.

The Seller / Supplier / Contractor certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with Government of Pakistan and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

The Seller / Supplier / Contractor accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall without prejudice to any other right and remedies available to Government of Pakistan under any law, contract or other instrument, be voidable at the option of Government of Pakistan.

Notwithstanding any rights and remedies exercised by Government of Pakistan in this regard, the Seller / Supplier / Contractor agrees to indemnify Government of Pakistan for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Government of Pakistan in any amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by the Seller / Supplier / Contractor as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever from Government of Pakistan.

11. Notices/ Correspondence

- a. Any notices sent under this agreement must be in writing and may be served by personal delivery or by sending the notice by first class post at the address given above or at such other address as relevant party may give for the purpose of service of notices under this agreement or sent to the facsimile number notified for the purpose of this agreement and every such notice shall be deemed to have been served upon delivery if served by hand or at the expiration of 72 hours after despatch of the same if delivered by international mail. If sent by facsimile, notice shall be treated as received four hours after being sent on the sender's machine, but subject to receipt of a satisfactory facsimile answerback transmission report.
- b. To prove service of any notice it shall be sufficient to show in the case of a notice delivered by hand that the same was duly addressed and delivered by hand. In case of a notice served by post, it shall be sufficient to show that the same was duly addressed, prepaid and posted in the manner set out above, save in the event of a current industrial dispute affecting relevant postal services, when the relevant party shall serve notice by any other means permitted in this agreement.

12. Arbitration

Caterer and Pakistan Int'l Airlines shall negotiate in good faith with a view to resolving any question or difference which may arise concerning the construction, meaning or performance of this agreement and any dispute arising out of or in connection with this agreement. If any such matter cannot be resolved amicably through negotiations between the designated representatives of caterer and Pakistan Int'l Airlines within 30 days of a written notice from either party to the other under this paragraph, then the matter shall be referred by caterer or Pakistan Int'l Airlines to a meeting to be convened between the managing director of caterer and head of in-flight services for Pakistan Int'l Airlines. If any such meeting fails to result in a settlement of the matter in dispute within 30 days of such referral to it (or it is not possible to complete such a meeting within this period), then the matter shall be subject to referral to the courts of [country name].

13. Jurisdiction

All controversies and disputes arising out of this agreement or in connection with this agreement will be settled in accordance with the provision of laws of _____.

This Agreement shall be governed by and construed in accordance with laws of England.

Signed
At

On behalf of
[Company Name]

1. by _____

2. by _____

Signed
at

on behalf of
Pakistan Int'l Airlines

1. By _____

2. By _____

APPENDIX – I

MEAL AND HANDLING PRICES



Pakistan International Airlines Corporation

APPENDIX I to main agreements between [COMPANY NAME] and PIA.
Pakistan Int'l Airlines and Caterer

.....



APPENDIX –II

MEAL ORDERS AND LAST MINUTE UPLIFT

APPENDIX II to main agreements between [COMPANY NAME] and PIA.
Pakistan Int'l Airlines and Caterer

.....

Ordering Procedures

Pakistan Int'l Airlines will supply the following meal order information to the caterer:-

PRELIMINARY order	not later than	12 hours prior to STD
FINAL order	not later than	4 hours prior to STD

Catering order shall state:-

- * AC type/version/registration
- * Number of meals in each class
- * Type, number and class of special meals, if any
- * Number of crew meals

Special meals:

Special meals to be ordered not later than 8 hours prior to STD.

Last minute uplift/supply of additional meals/services:-

Meals order received later than 2 hour prior to STD – The caterer shall try its outmost to deliver the meal on time using PIA equipment.

The Caterer is not responsible for delays due to last minute orders.

Signed
At

On behalf of
[COMPANY NAME]

By _____

Signed
at

on behalf of
Pakistan Int'l Airlines

by _____



APPENDIX – III TERMS OF PAYMENT

APPENDIX III to main agreements between [COMPANY NAME] and PIA.
Pakistan Int'l Airlines and Caterer

Terms of Payment

- * Payment will be made in [currency].
- * Invoice will be issued every month, showing details information of items uplifted.
- * Caterer will provide a discount of [%] on monthly invoice.
- * Caterer will provide a discount of [%] on annual basis.
- * Payments will be made according to the Bank details provided by Caterer.
- * Payments will be made on NTD (Net thirty days) basis from the date of invoice receipt.

In the event that any part of the Caterer's invoices is considered unacceptable by Pakistan Int'l Airlines, Pakistan Int'l Airlines shall settle the Invoices less the disputed amount. The amount in dispute will be negotiated and, after agreement, be adjusted accordingly in subsequent receipt of invoice.

Signed
At

On behalf of
[COMPANY NAME]

By _____

Signed
at

on behalf of
Pakistan Int'l Airlines

by _____
