

Restaurants & Event Catering

Messukeskus Restaurants & Event Catering delivery terms 2026-2027

Prices

All prices are in euros and include VAT.

Arrangements

The reservation is valid for the number of guests indicated by the customer according to the pre-agreed schedule.

Messukeskus Restaurants & Event Catering takes into account special diets individually without additional charge when announced in advance according to the delivery conditions, we prepare all products as lactose-free or low-lactose.

Delivery- and cancellation terms

We expect catering orders and special diets to be confirmed for event of less than 100 people 2 weeks before the event and more than 100 people 4 weeks before the event.

We reserve caterings for the confirmed number of people according to our delivery conditions.

The minimum invoicing basis for catering is the number of people confirmed before the event according to below:

less than 50 guests three (3) business days

50-250 guests seven (7) business days

more than 250 guests ten (10) business days

Invoicing takes place according to the confirmed number of guests or if it exceeds the stated number, according to the actual number.

If more guests come to the event than previously confirmed, we will do our best to organize additional catering and confirm from the event organizer on the spot verbally the billing confirmation for additional caterings.

If the number of participants or the nature of the event changes substantially, the restaurant has the right to renegotiate the details and costs of the event.

A confirmed catering order is binding.

The subscriber can cancel the order, in which case the charge will be as follows:

less than 50 guests

50% when cancellation takes place 5-14 business days before the event

100% when the cancellation takes place less than 4 business days before the event

50-250 guests

50% when the cancellation takes place 29-7 business days before the event

100% when the cancellation takes place 6 business days or later before the event

more than 250 guests

50 %, when the cancellation takes place 59-11 business days before the event





100% when the cancellation takes place 10 business days or later before the event

Last-minute orders

(stand catering at events and trade fairs, effective from 1 September 2026)

A minimum charge of 45,00 will apply to all last-minute catering orders placed less than two (2) days before the start of an event or during the event itself. If the value of the order is below the minimum charge, the difference will be charged as a service fee.

Force Majeure

A force majeure situation, such as a natural disaster, an order or prohibition imposed by an authority for reasons other than the party's own, a strike, fire, or other force majeure beyond the party's control that prevents the party from reasonably fulfilling its contractual obligations, entitles the party to terminate the contract and be released from its contractual obligations without liability for damages. The obstruction of the supplier's subcontractor due to the aforementioned reasons is also considered a force majeure for the supplier.

Prepayments

Messukeskus Restaurants & Event Catering has the right to collect a reservation- or advance payment from the customer according to the conditions and schedule below.

The reservation and advance payment will be deducted from the final value of the event for the benefit of the customer.

If the advance payment has not been made by the deadline, the restaurateur has the right to cancel the confirmed order.

Domestic companies

-more than 250 people

-70% of the value of pre-booked products and services for the occasion

- advance invoice is sent 1 month before the event and the due date of the invoice is 7 days net

Foreign companies

-100% of the value of pre-booked products and services for the event

-50% of the invoice is sent 2 months before the event, the due date of the invoice is 7 days net

-the rest of the advances will be sent 2 weeks before the event, the due date of the invoice is 7 days net

Payment terms

Invoicing for restaurant services is agreed in advance, invoice will be sent by Urban Expo VAT nro FI27186423:

Finnish companies – advance payment, invoicing, card payment

Domestic invoicing - 14 days net, billing surcharge 15,00/ invoicing abroad – 14 days net, invoicing surcharge 30,00; the company name and billing address are also required for online invoices.

(minimum billing amount 200,00)

Foreign customers - advance payment or card payment

Additional information

We reserve the right to product and price changes in accordance with the prevailing price level.

The supplier has the right to change the price even if the amount of value added tax is changed or legislation that otherwise affects the price of delivery is revised.

The information provided by the customer to Messukeskus will only be used for the planning and execution of the event.