

RADISSON MEETINGS

GENERAL TERMS & CONDITIONS

GENERAL

Validity

The agreement controls the relationship between the customer (the client) and the hotel. By signing the agreement, both parties accept and are committed to the terms and conditions set forth and specified in the agreement. At the same time, the client takes on the financial and legal responsibility for all goods and services specified in the contract.

This Agreement is valid since the day it is signed and until the Parties have fulfilled all their obligations under this Agreement.

This Agreement and all attachments represent full order of the event and cancels all previous written and verbal agreements between the Client and the hotel.

This Agreement can be changed or amended only in written consent of both Parties.

All written notices are considered to be properly delivered if they are passed to parties or representatives signed, sent by post or e-mail to addresses indicated in this agreement. It is Parties responsibility to inform one another about changes in Company Details.

This Agreement is subject to the laws of the Republic of Lithuania. All disputes, conflicts and claims arising from or in connection with this Agreement shall be settled amicably between us. Should we fail to reach an amicable settlement, the matter shall be submitted to the competent court at the hotel's domicile.

The terms and conditions of this Agreement are confidential between both parties and shall not be disclosed to anyone else.

This Agreement consists of two copies. One for each Party.

Booking

Upon booking the event, a specification of the number of participants, room nights, and other goods and services that the hotel shall provide, must be presented. Based on this, the contract offer will include a cost-estimate for the event, as well as terms of payment.

Rates

The rates are in EUR and include VAT. Accommodation rates does not include City taxes.

All rates are binding for both parties. However, the rates are subject to change if unexpected increases in taxes, cost of goods, or other factors outside of the hotel's control should occur.

A request of changing event dates may cause the hotel to change the rates specified in the contract.





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The rates are subject to reasonable increase by the hotel if unexpected increases in taxes, cost of goods, or limitations of supply outside of our control occur and the period between your signing of the Contract Proposal and the start date of the Event is no less than three months.

Event details

A rooming list, all special requests and a detailed event program should be submitted to the hotel at least 10 business days prior to arrival.

If additional requirements occur during the event they will be confirmed upon availability.

Check in and check out

Rooms are available from 3pm on the day of arrival. Checkout is 12am on the day of departure. However, a later check-out can be arranged on an individual basis. There may be an additional charge for this service.

Indemnity

The hotel accepts no responsibility for the possessions of guests or exhibitors, and hence recommends that a separate insurance is arranged.

Complaints

Any notice of claim should be presented without delay, preferably prior to departure. Undisputed charges must be settled within the day of payment.

Force Majeure

The Hotel will be entitled to cancel, suspend or otherwise amend the event booking in whole or in part as a result of force majeure incident, including but not limited to war, riot, fire, natural disaster, strike, acts and advice of government and health authorities and organizations, terrorism, epidemics, civil disorder and any other cause beyond its control.

The Client accepts such amendments to the event booking, will not be entitled to any form of compensation and will in the event of cancellation reasonably cooperate to reschedule the event.

Should the client or the Hotel not be able to go ahead due to guidelines on travel and advice on social distancing from WHO (World Health Organization) or other similar bodies then the client and/or the Hotel reserves the right to postpone the event to an alternative date of equal or greater value to take place within the next 12 months from the original date of the booking without penalty. If the event has been moved or postponed to new dates from the original contract; the cancellation policy of the contract for the original dates are applicable.





CANCELLATION

General

If the Client cancels the event, dependent on the number of delegates and date of cancellation, a cancellation fee of up to the full payment that would otherwise have been charged in accordance with the contract will be charged. The cancellation fee is, however, reduced dependent on the date of cancellation and the number of delegates in accordance with the table below illustrating the deduction in the cancellation fee.

Days prior to the event	Hotel Accommodation / Delegates					Percentage / Cancellation
	1 - 10	11 – 50	51 – 100	101 -249	250+	
0-2	100%	100%	100%	100%	100%	
3-6	90%	90%	95%	100%	100%	
7-13	40%	75%	90%	100%	100%	
14-29	0%	50%	75%	95%	95%	
30-59	-	0%	50%	90%	90%	
60-89	-	-	0%	75%	75%	
90-119	-	-	-	50%	50%	
120-179	-	-	-	0%	50%	
180+	-	-	-	-	0%	

All reductions are based on the latest confirmed value.

In the event of cancellations in excess of the above terms, the hotel shall be entitled to get full payment for the additional cancelled rooms and any other pre-ordered services, with a deduction for payments received from re-selling such rooms or services to a third party.

In the event of cancellation initiated by the hotel, the hotel is responsible to refund pre-payment amount. Cancellation fees as per Cancellation/reduction terms listed above apply.



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TERMS OF PAYMENT

The hotel reserves the right to demand advance payment for as much as 100% of the contractual cost-estimate. Detailed terms regarding deposit or advance payment must be agreed upon prior to signing the agreement, and should be confirmed in writing. Moreover, the hotel reserves the right to do a credit check and perform its own credit evaluation of the client, prior to signing the contract.

Pre-payment is to be made no later than 14 days prior to the event.

If nothing else has been agreed upon, the hotel's preferred method of payment is by bank transfer as per proforma invoice.

If the client is to be invoiced for the conference, this must be pre-approved by the hotel.

If some charges are to be paid for by the individual attendees, the client must notify them about this. Should the attendees fail to pay all charges incurred, or upon checkout claim a charge agreement with the client of which the hotel has not been made aware; the client becomes financially responsible for the charges.

OTHER

If event organizer does not attend the event, he is obliged to provide contacts of responsible delegate who is authorized for the following procedures:

- Confirming changes in number of participants.
- Making additional orders and signing receipts.
- Approving the event invoice before departure.

If Hotel receives a request to change set-up of the conference room during the event or one day prior, additional charges apply.

Hotel reserves right to issue invoice for damaged inventory or if extra cleaning is required.



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PERSONAL DATA PROTECTION

Notwithstanding any clause to the contrary in this Agreement or in another agreement between the Parties:

- The Hotel acting as a personal data processor in relation to the personal data transmitted by the COMPANY will process such personal data as described in this Agreement. The Company undertakes, prior to the processing, use or transfer of personal data, to collect all costumer and other local consents as are required pursuant to the local legislation (and/or any applicable privacy legislation) and to take all such other steps as are required pursuant to applicable law as may be desirable in order to enable the Hotel (and any involved Radisson Hospitality group entity) to execute this Agreement and any other agreement between the Parties.
- Company acknowledges and agrees that the Hotel (and any involved Radisson Hospitality group entity) will process personal data of guests for its own purposes as described in the privacy policy available on the Radisson Hospitality brand websites and that the Hotel, nor any of the involved Radisson Hospitality group entities or hotels, shall be obliged to hand the guest personal data back to Company at the time of termination or expiry of the Agreement between the Parties. In that context, Radisson Hospitality and its affiliates shall have the right to establish and maintain a central database where the personal data of any and all hotel Guests shall be collected and centrally be controlled by Radisson Hospitality and this in accordance with applicable data protection legislation.