



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

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 NOK and include VAT and applicable service charges.

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.

Event details

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

If Client wishes to bring their own food or beverage, this needs to be accepted by the Hotel in advanced. According to Norwegian Law one is not allowed to enjoy alcohol in the hotel, unless sold on the premises.

All equipment must meet the necessary safety requirements such as fire safety etc. Customers may not install and attach things to walls and ceilings unless given written consent of the hotel. All equipment must be removed immediately following the exhibition or event. If it is not done, the hotel reserves the right to remove and store this customer's expense. Customer must ensure that any hazardous waste is handled properly and transported away from the hotel as well as the cost of this.

If the rights of a third party are affected by the show or event (copyrights, etc.), the customer must obtain such approval and payment of any taxes and other costs. However, if such financial claims are directed against the property this will be covered in full by the customer

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.



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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 Organisation) 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

Dispute settlement

The client and the hotel herewith agree that the Norwegian court of law is the right forum for dispute settlement, and that Norwegian law governs the settlement of any disputes concerning goods or services sold under the contract.

Commission

In cases where commission has been agreed, this does not apply to AV-equipment, alcohol, wardrobe costs, flowers, extra staffing and overtime costs, VAT, external services etc. Commission will only be paid on actual consumption. Commission due for non-arrival and cancellation charges will get the agreed commission rate. A commission statement will be sent by the hotel, and Client will invoice the amount to the Hotel.

COVID-19 related measures:

RHG are committed to delivering a clean and safe environment and have multiple protocols, guidelines and measures in place in this respect, which we update from time to time. We need responsible behavior of everyone in the Hotel. By accepting the terms and conditions, you agree to respect and act in accordance with laws, regulations and these protocols, guidelines and measures. This includes you ensure that the maximum number of delegate and social distance as per government regulation or recommendation for date the event is taking place.

Liability

Radisson does not accept any direct or consequential risks or liability in relation to COVID- 19, specifically in relation to the products or services of the third party supplier of COVID- 19 speed tests. Client indemnifies Radisson against any claim in this regards of guests that visit the hotel as part of the Client's reservation.

The booking cannot be fully or partially cancelled or amended if due to a positive or delayed result (i.e. the result is not (yet) received) of a test a guest will not or cannot attend / participate / use hotel services

CANCELLATION

General

All changes and cancellations must be communicated to the Hotel in writing.

If the Client wants to reduce the contracted services with more than 30%, the Hotel is entitled to change the rates specified in the contract.

Cancellation

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.

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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.

Deadlines before the planned event begins or planned arrival (in days before contracted arrival)	HOTEL ACCOMMODATION/DELEGATES					Percentage range that can be cancelled free of charge
	1 - 15	16 – 50	51 – 100	101 - 249	250+	
Up to 1	1 rooms/delegates	2 rooms/delegates	2 rooms/delegates	2 rooms/delegates	2 rooms/delegates	
Up to 3	10%	10%	5%	0%	0%	
Up to 7	50%	25%	10%	0%	0%	
Up to 14	100%	50%	25%	5%	5%	
Up to 28	-	100%	50%	10%	10%	
Up to 60	-	-	100%	25%	25%	
Up to 90	-	-	-	50%	50%	
Up to 120	-	-	-	100%	-	
Up to 180	-	-	-	-	100%	

Example:

The Client have a meeting for 12 delegates and the Client notifies the Hotel that they need to cancel the event 32 days before the first date on the contract. Above schedules shows that for an event of this size and that number of days in advance, this can be done free of charge.

All reductions are based on the latest confirmed value.

In the event of cancellations in the excess of the above terms, the hotel is entitled to get full payment for the cancelled accommodation rooms, day delegate rates and other pre-ordered products and services. If cancellation of lunch and/or dinner, the lowest priced menu (unless other menus have been ordered) will be base of calculation. If a delegate does not check in on agreed arrival day a no-show will be charged, and remaining nights will be cancelled.

Third party suppliers

In relation to the products or services from a third party supplier, cancellation thresholds may vary to and are not subject to the RHG cancellation threshold.

TERMS OF PAYMENT

The hotel reserves the right to demand advance payment or banker's guarantee 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 credit card.



If the client is to be invoiced for the conference, this must be pre-approved by the hotel. Credit terms are net 10 days and a billing fee of NOK 100 will be charged per invoice. In the event of late payment, the statutory default interest is calculated and added on the invoice.

If wrong invoice address is informed prior invoicing, and additional administration tasks to credit an already sent invoice and issue a new one occurs, an administration fee of NOK 500 will be charged.

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.