



# General Terms & Conditions

## GENERAL

### Validity

These terms and conditions apply when no other written contract or agreement specifies the details concerning workshops, meetings, conferences, and congresses etc., hereafter referred to as the Conference. The agreement controls the relationship between the ordering party, hereafter referred to as 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 Conference, a detailed specification of number of participants, room nights, and other goods and services that the Hotel shall provide, must be presented. Based on these specifications, the confirmation will include a cost-estimate for the Conference, as well as terms of payment, including agreements regarding deposit or advance payment.

### Rates

All rates are in NOK.

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.

Reductions by more than 30% of the contractual quantities (see art. 2), may cause the Hotel to augment the rates specified in the contract.

### Event details

An alphabetical rooming list, special requests regarding, for example room distribution, and a detailed conference program, food and drink choices, technical equipment etc. must be submitted to the Hotel as early as possible, and no later than 10 days prior to arrival.

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

### Check in and check out

Rooms are normally available from 3pm on the day of arrival. Ordinary room checkout is 12am on the day of departure. However, late departure can be arranged on an individual basis. The hotel can charge 50 % of the room rate for late check out until 6pm and 100 % of the room rate for late check out after 6pm

### Indemnity

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

The hotel has no liability for loss or destruction of such equipment. All such equipment must meet the necessary safety requirements such as fire safety etc. Customers may install and attach things to walls and ceilings if it is 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 is 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 is directed against the property this will be covered in full by the customer

### Complaints

Any notice of claim should be presented without delay so that the hotel has the opportunity to rectify this as soon as possible and preferably prior to departure. Undisputed charges must be settled within the day of payment in accordance with the contract, unless otherwise is agreed in writing with the hotel. If the invoice is not paid by the due date, the hotel can charge interest and late charges.

### Force Majeure

No compensation will be liable to the Client if cancellations are made, by the Hotel, in connection with Force Majeure: The performance of the agreement by either party is subject to acts of God, war, government regulations, disaster, fire, strikes, civil disorders, curtailment of transportation facilities and/or threats of terrorism or other similar cause beyond the parties making it inadvisable, illegal, or impossible to hold the meeting or provide the facility this agreement may be terminated without penalty without penalty for any one or more of such reasons by written notice from one party to another.

### 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.

“UN Convention of the International Sale of Good” and its terms are not valid.

### Commission

In cases where commission has been agreed, this does not apply to AV-equipment, alcohol, wardrobe costs, flowers, extra staffing, VAT, external services etc. Commission will only be paid on actual consumption.

## CANCELLATION

### General

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

### Cancellation

For events between 51 and 150 persons/roomnights, cancellations without any charge may be made according to the following schedule:

Number of days prior to the event	Cancellation without charge
Within 90 days prior first arrival day	Up to 100 %
89 – 45 days prior first arrival day	Up to 50 %
44 – 14 days prior first arrival day	Up to 10 %

For events with more than 151 persons/roomnights, cancellations without any charge may be made according to the following schedule:

Number of days prior to the event	Cancellation without charge
Within 120 days prior first arrival day	Up to 100 %
119 – 60 days prior first arrival day	Up to 50 %
59 – 30 days prior first arrival day	Up to 10 %
29 – 14 days prior first arrival day	Up to 5 %

When cancellations are done less than latest deadline in the above schedule, the client will be charged 100 % of the contractual cost. This will also apply for no-shows, even for individual paying guests.

Cancellations containing food and beverage will be charged upon the agreed price. If the price has not been contracted, the client will be charged according to our most inexpensive alternatives as a minimum. At banquets/dinners, this will contain: 3. course menu, coffee, one glass of white wine and two glasses of red wine.



## 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 a letter of confirmation to the Client (see art. 2). Moreover, the Hotel reserves the right to do a credit check and perform its own credit evaluation of the Client prior to issuing a letter of confirmation.

Prepayment is to be made no later than 14 days prior to the event.

Terms of payment are cash or by credit card as accepted by the Hotel, if nothing else is agreed upon. 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. Late payment charges will be added.

In the case where part of the bill is to be paid for by the individual participants, the Client is obligated to notify each participant of this, and inform each participant that check-out at the Hotel's front desk is obligatory. The Client is responsible for the individual participants' payment. Should the participants 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.

Receipts signed by the participant for additional charges, must accompany such financial claims made by the hotel versus the client.