



# RADISSON MEETINGS™

## GENERAL TERMS & CONDITIONS

### GENERAL

#### Validity

The contract controls the relationship between the customer (the Client) and the hotel. By signing the contract, both parties accept and are committed to the terms and conditions set forth and specified in the contract, including what is stated in these General Terms & Conditions. 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 dates, the number of participants, room nights, and other goods and services that the hotel shall provide, must be presented by the Client. Based on this information, the contract offer will include a cost-estimate for the event, as well as terms of payment. Special requirements by the Client, for example: special diet, pets etc. must be informed at the initial booking. The same shall apply if the Client requires extra security arrangements.

#### Rates

The rates are in ISK stated inclusive of VAT and applicable service charges. 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 reduction of more than 30% of the contracted services may cause the hotel to change the rates specified in the contract.

#### Event details

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

#### Check in and check out

Rooms are available from 3 pm CET on the day of arrival. Reservations that are not guaranteed for late arrival are held until 6pm CET and checkout is 12am CET on the day of departure. However, a later checkout may, where possible, be arranged on an individual basis. There may be an additional charge for this service.

#### Indemnity

The hotel accepts no responsibility or liability for any possessions of guests or exhibitors, and recommends that a separate insurance is arranged by the Client. The Client is responsible for any damage caused to the hotel due to the Client's negligence or the negligence of a participant in the Client's group.

#### Complaints

Any notice of claim should be presented as soon as possible, preferably prior to departure.

#### 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



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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.

## **COVID-19 Related measure**

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.

## **Dispute settlement**

This contract between the Client and the hotel is governed by Icelandic law. Any dispute arising out of the contract shall be settled in Icelandic courts, with the District Court of Reykjavik as first instance.

## **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. 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. 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.



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Deadlines before the planned event begins or planned arrival (in days before contracted arrival)	HOTEL ACCOMMODATION/DELEGATES			
	1 – 15	16 - 50		
Up to 1	2 rooms/delegates	2 rooms/delegates		
Up to 3	10%	5%		
Up to 7	25%	10%		
Up to 14	50%	25%		
Up to 28	100%	50%		
Up to 60	-	100%		
Up to 90	-	-		
Up to 120	-	-		
Up to 180	-	-		

Percentage range that can be cancelled free of charge

**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 a bank guarantee as surety for the contractual cost estimate. Detailed terms regarding surety or advance payment shall be agreed in writing prior to signing the contract. Advance payment shall be made no later than 10 days prior to the event.

If nothing else has been agreed, the hotel’s preferred method of payment is credit card payment. If the Client shall be invoiced for the conference, this must be pre-approved by the hotel. If certain charges are to be paid for by the individual attendees, the Client undertakes to notify such attendees about such individual payment.

If any attendees/participants shall be individually invoiced and pay for accommodation at the hotel, the Client hereby guarantees payment for any attendee/participant failing to pay such accommodation charges to the hotel. The attendees/participants’ consumption which is not covered by the services rendered to Client pursuant to the



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contract shall be charged to the attendee/participant. Should an attendee/a participant not settle such consumption charges, the Client guarantees such payment in relation to the hotel.

Moreover, the hotel reserves the right to perform a credit control and to perform its own credit evaluation of the Client, prior to signing the contract.

In the event of late payment, the Client shall pay interest for such unpaid amount to the hotel in accordance with the Icelandic penalty interest rate or two percent (2%) per month, whichever is higher.