

General terms and conditions

1. VALIDITY

These terms and conditions apply when no other written contract or agreement specifies the details concerning workshops, meetings, conferences, congresses etc., hereafter referred to as the Conference. The agreement controls the relationship between the ordering parties, hereafter referred to as the Client, and Radisson Blu Mountain Resort & Residences Trysil, hereafter referred to as 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

2. 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.

3. CANCELLATIONS AND CHANGES

3.1. All changes and cancellations must be communicated to the Hotel in writing, either by email, fax or letter.

3.2. Cancellations

The Client can cancel rooms and other facilities up to 120 days before the Conference starts, at no charge, and thereafter within the days and conditions according to the following schedule.

For Conferences with more than 100 room nights or guests * the Client can cancel rooms and other facilities within the days and conditions according to the following schedule.

Number of days prior to arrival:	Cancellation without charge
120 – 91 days	Up to 75%
90 – 61 days	Up to 50%
60 – 31 days	Up to 25%
30 – 21 days	Up to 10%
20 – 10 days	Up to 5%

For Conferences with less than 100 room nights or guests * the Client can cancel rooms and other facilities within the days and conditions according to the following schedule.

Number of days prior to arrival:	Cancellation without charge
90 – 61 days	Up to 75%
60 – 31 days	Up to 50%
30 – 21 days	Up to 25%
20 – 10 days	Up to 10%

When cancellations are done less than 10 days in advance of the Conference, 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 pax 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.

If the booking is made less than 6 weeks before arrival, the following rule applies:

Confirmation must be signed and returned within 3 days after ordering and cancellation of the entire event cannot be made. Otherwise see rules for reduction.

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.

***1 room night = 1 room for 1 night**

4. RATES

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

Reductions by more than 20% of the contractual quantities (see art. 2), may cause the Hotel to augment the rates specified in the contract.

5. 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 28 days prior to the event.

If the prepayment is not done before this date the Hotel owns the right to cancel the entire Conference. The Client will then be charged according to the given cancellation policy (see art. 3).

Terms of payment are cash or by credit card as accepted by the Hotel, if nothing else is agreed upon. According to the Norwegian tax authorities the Hotel may not accept cash payment exceeding NOK 10 000. If the Client is to be invoiced for the Conference, this must be pre-approved by the Hotel. Credit terms are net 10 days. 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.

6. LIST OF PARTICIPANTS

An alphabetical rooming list, special requests regarding, for example room distribution, and a detailed conference program must be submitted to the Hotel as early as possible, and no later than 14 days prior to arrival.

7. CHECK IN AND CHECK OUT

Rooms are normally available from 4pm on the day of arrival. Reservations that are not guaranteed for late arrival, are normally held until 6pm. Ordinary room checkout is 11am on the day of departure.

However, late departure can be arranged on an individual basis.

8. INDEMNITY

The hotel accepts no responsibility for the possessions of guests or exhibitors, and hence recommends that separate insurance is arranged. The Client is responsible for arranging an insurance which covers eventual damages caused by the Client on the Hotel's property.

9. COMPLAINTS

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

10. 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.

11. 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.