

GENERAL TERMS & CONDITIONS FOR GROUPS AND EVENTS

These terms and conditions of agreement apply as a contract to all hotel supplies and services at the Radisson BLU 1919 Hotel, henceforth referred to as RDBLU. All bookings are subject to the below terms and where applicable to those of the RDBLU partner agreements that can be sourced at: www.radissonblu.com/1919hotel-reykjavik

1. Validity of agreement for group and individual reservations

The agreement of the reservation of rooms and/or services is valid as of the date the signed contract is returned or confirmation is in writing is received (email is accepted as a written agreement). The number of participants, the number of rooms and price of the individual services rendered by RDBLU will be stated on this contract. The organizer assumes legal and financial responsibility for the reserved rooms and services rendered by RDBLU.

2. Brand Protection Clause

Hotel shall procure that the client is granted a royalty free, non-transferable, non-exclusive license to use the name of the Hotel ("Brand Name") for the term of this Agreement subject to any use of such Brand Name being approved in writing beforehand by the Hotel or the Brand Name licensor. Upon the early termination or expiry of this Agreement such license shall immediately terminate. Client shall not, without the express prior written approval of the Hotel or the Brand Name licensor, use the Brand Name in any printed media, radio, television or internet marketing or advertising including with regards to the internet the use of the Brand Name in conjunction with paid listings in search engines, meta tags, keywords, links and any other means intended to influence the results for internet searches invoking the Brand Name. Any breach of this clause shall entitle the Hotel to terminate this Agreement on ten (10) days notice in writing without prejudice to any other rights or remedies that it may have against the Wholesaler.

3. Prices

Retail rates are always subject to fluctuate. Once agreed in writing, prices are binding for both parties and exchange rates frozen where applicable. RDBLU nevertheless reserves the right to make alterations in prices due to increased costs by suppliers, increased taxes or other circumstances beyond the Hotel's control. RDBLU reserves the right to revise group prices accordingly in the case of a cancellation of over 20% of the rooms and/or services reserved. A group is defined by 8+ rooms

NET/Commissionable Rates

The NET rates offered to Travel Agents/Wholesalers are at the complete discretion of the Sales & Revenue departments of the Hotel. All Partners are required to sell rooms to clients at Retail value unless packaged with other elements. In the case that a commissionable/NET rate is offered, under no circumstance is it allowed to resell the room to the client for anything less than the hotels published rates for specific dates found at www.radissonblu.com/1919hotel-reykjavik All commissions can be invoiced through the WPS (Worldwide Payment System) or by invoicing the hotel directly. (When invoicing the hotel, please allow up to 30 days for the payment to be processed). Commission claims will be honored up to 6 months after the guest departure.

All NET/Commissionable rate offers are CONFIDENTIAL. The hotel reserves the right to revoke any NET/commissionable rate upon breach of this confidentiality.

4. Payment terms

RDBLU reserves the right to request up to 100% pre-payment or a satisfactory bank or credit card guarantee for reserved rooms and/or services.

The hotel may request all or a % of the total sum upon confirmation of the cancellation terms. (60 days) If only a % is requested upon confirmation; advanced payment shall be completed or bank guarantee issued no later than 14 days prior to first arrival date of the participants. If prepayment is not received by the due date; the rooms will be cancelled. Any agreement of invoicing must be made beforehand via credit application. For invoices sent, payment shall be honored within 20 days. For all invoices with delayed payment, a surcharge will apply of 2 % interest rate per month.

5. Name list

An alphabetic name-list, with room type distribution, must be received by RDBLU no later than 14 days prior to the first participant's arrival. The exact number of participants, inclusive of all details for food services, must be communicated to the hotel no later than 48 hours prior to arrival.

6. Availability of rooms

Reserved rooms will be made available no earlier than 15:00 hrs. RDBLU does not guarantee that rooms shall be ready before this time. Reserved rooms are cancelled at 16:00 hrs unless a suitable guarantee for late arrival is given. In case of an individual no-show of guaranteed rooms, 100% of room and services agreed (applies to first night) will be charged.

7. Financial responsibility for the participants

Group reservations

The organizer is obligated to inform each participant of any individual payments that are to be made. It must also be communicated to all participants involved that each participant must check out at the hotel's reception. The organizer is liable to pay individual outstanding bills with RDBLU if the participant(s) fail(s) to check out and settle the balance incurred. The organizer is further liable, should there be an outstanding claim for services rendered not previously described in original agreement.

Individual reservations

The credit card holder is responsible for all hotel related services rendered during the stay. The credit card holder is liable to pay individual outstanding bills with RDBLU if the charges failed to be settled upon check out

8. Liability and insurance

RDBLU does not assume liability for the organizers', or for any third parties, valuables. The organizer is advised to make proper arrangements (insurance) to cover any valuables.

The organizer will be held liable for damages, made on purpose or accidentally, to hotel equipment and property. This includes charges for smoking anywhere in the hotel. With the exception of serious negligence by the hotel, RDBLU disclaims any liability for personal injury

9. Indemnity

The client holds harmless and shall indemnify the Hotel in respect of any loss, liability, obligation, damage, claim, demand, suit, action, deficiency, penalty, tax, levy, fine, judgment, settlement, cost, expense, legal fees and disbursements or liability incurred by the Hotel in relation to the client where such is not directly caused by actual provision of hotel. In the case of relocation the hotel is considered non liable for any compensation as long as it can provide accommodation of the same or superior standard or star category as outlined by the Icelandic Authorities.

10. Cancellation of rooms and other services agreed

Group reservations .

All cancellations or changes must be communicated in writing to RDBLU. For all cancellations or reductions of rooms, the following apply for all nights confirmed at the point of cancellation: (*NB* These terms may be revised for larger groups** This will be decided upon booking of the group)

60+ days	100%	No Charge
30-60 days	Up to 50% cancellation	Remainder Charged
7-30 days	Up to 10% cancellation	Remainder Charged
0-7 days	0% Cancellation	100% charged

Individual reservations

To avoid cancellation fee, reservations must be cancelled by 16:00 on the day of arrival. Cancellations received after this time and no-shows will be billed one nights' charge plus applicable taxes. No-shows will be charged to the Company or Credit Card guaranteeing the reservation.

Meetings and Events

All cancellations or changes must be communicated in writing to the hotel directly. For all cancellations or reductions of rooms the following rules apply:

60+ days	100%	No Charge
30-60 days	Up to 50% cancellation	Remainder Charged
14-30 days	Up to 10% cancellation	Remainder Charged
0-14 days	0% Cancellation	100% charged

Food and Beverage (groups of 10 or more)

Cancellation of more than 10% of booking prior to arrival Charge

More than 72 hours No Charge

Less than 48 hours

(up to 50% cancellation) Remainder charged for food, no charge for beverage

Less than 12 hours

(Up to 25% Cancellation) Remainder charged for food, no charge for beverage



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11. Force Majeure

Events beyond RDBLU's control, e.g., strike, fire, natural disaster, volcano- etc, entitles RDBLU to cancel the reservation without compensation for damages to the organizer

12. Legal venue

The organizer and RDBLU hereby accept the district of Reykjavik as the proper legal venue and that Icelandic law shall apply in all disputes relating to the agreed upon services between the two parties.



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