

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 SEK and stated either inclusive or exclusive 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 Client will receive no compensation if the hotel must cancel the event because of force majeure incidents, including but not limited to war, riot, fire, natural disaster, strike, lock out etc.

Dispute settlement

This contract between the Client and the hotel is governed by Swedish law. Any dispute arising out of the contract shall be settled in Swedish courts, with the District Court of Stockholm 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

Any changes in bookings and cancellations must be notified to the hotel in writing.

Cancellation

In case of cancellation, a cancellation fee will be charged corresponding to the payment that would otherwise have been charged in accordance with the contract.

For events that include up to 50 attendees / room nights, reductions in the cancellation fee may be made as set out in the following:

- If cancellation is made no later than 30 days before arrival, the cancellation fee may be reduced up to 100%.
- If cancellation is made 29 - 14 days before arrival, the cancellation fee may be reduced up to 50%.
- If cancellation is made 13 - 1 days before arrival, the cancellation fee may be reduced up to 10%.

All reductions are based on the latest confirmed value.

No Shows & Early Departure

Should the Client, without prior notice to the hotel, not show up at the hotel and/or conference on the start date of the event, the Client shall be obliged to pay the booking value to the hotel without any deductions. If a guest does not arrive or depart on such times set out in the contract, the hotel will charge for the entire stay as per the contract.

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 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 Swedish Interest Act (Sw. *räntelagen*) or two percent (2%) per month, whichever is higher.