



GENERAL TERMS AND CONDITIONS

The terms and conditions of this agreement apply as the contract for events at Radisson Blu Hotel & Conference Centre Oslo Alna. The purpose of which is to convey clarity in agreement conditions, so that we may provide our customers with the best possible service.

1. Validity

The following terms and conditions apply to all reservations for room blocks and/or meeting room facilities/and/or Food and beverage, made by the Organizer for the purpose of courses, meetings, conferences, private functions and similar – hereafter called the Event.

2. Cancellation

All cancellations notified in writing to the contact person given in the agreement document. The following cancellation terms and conditions are always related to each properties room block. The purpose of the following cancellation conditions is to ensure a predictable and good framework for the contracted event, and to limit the economic risk undertaken by both parties, for both Radisson Blu and the Organizer. The terms are read in the following way; the closer we get to the date of event start (first day of arrival), the smaller portion of the agreed room block or number of participants can be cancelled without charge.

Example: Reserved and confirmed room block of 100 room nights.

- The Organizer may cancel the entire room block of 100 room nights, without charge, as long as this occurs more than 90 days prior to the day of arrival.

If no changes are made within this time frame, the following changes can still be made:

- After 90 days, and up to 60 days before first day of arrival 50 % of the remaining block may be cancelled free of charge. In this example that relates to 50 room nights.
- After 60 days and up to 30 days before first day of arrival, 25 % of the remaining block may be cancelled free of charge. In this example, this relates to maximum 13 room nights.

The terms are specified according to the size (number of rooms, or participants) of the event at the time of signing the contract. They come into effect at signing, and are applicable until the first day of arrival.

The following cancellation deadlines apply:

Cancellation 10 - 30 rooms or participants

Days before arrival	The percentage of the contracted event that can be cancelled free of charge
Up to 30 days	The whole event* and any advances paid are repaid
Up to 14 days	Up to 25% of the original order
Until 7 days	Up to 10% of the original order
Until 3 days	Up to 5% of the original order

Cancellation 31 – 60 rooms or participants

Days before arrival	The percentage of the contracted event that can be cancelled free of charge
Until 60 days	The whole event* and any advances paid are repaid
Until 30 days	Up to 25% of the original order
Until 14 days	Up to 10% of the original order
Until 7 days	Up to 5% of the original order

Cancellation 61 – 200 rooms or participants

Days before arrival	The percentage of the contracted event that can be cancelled free of charge
Until 90 days	The whole event* and any advances paid are repaid
Until 60 days	Up to 50% of the original order
Until 30 days	Up to 25% of the original order
Until 14 days	Up to 10% of the original order
Until 7 days	Up to 5% of the original order



Cancellation 200 + rooms or participants

Days before arrival	The percentage of the contracted event that can be cancelled free of charge
Until 120 days	The whole event* and any advances paid are repaid
Until 60 days	Up to 50% of the original order
Until 30 days	Up to 25% of the original order
Until 14 days	Up to 10% of the original order
Until 7 days	Up to 5% of the original order

*Any advance/partial payment is to be paid back, except for any binding deposit

All cancellations or changes to the event, even within the given time frames, are to be confirmed in writing by Radisson Blu, stating the new number of rooms, participants or other content to the event/event plan. No changes are valid until this confirmation is sent by Radisson Blu. With cancellation occurring past the aforementioned deadlines, the Organizer is charged 80 % of the original price of the whole event. Cancellations later than 48 working hours before the event or nonattendance on the actual meeting day are charged 100 % of the agreed price incl. VAT. Agreed package prices are unit prices and cannot be split or changed before, during or after the stay.

Cancellation charges in accordance with this section, applies even though the contracted room block in part or whole cannot be used. This applies even if the Organizer or participants are unable to make use of their rooms, for whatever reason also beyond the control of the Organizer (hereunder force majeure events).

3. Details of event

No later than 14 days before the event the hotel shall have received all details from the event organizer that are of significance for achieving a successful implementation of the event, for example the programme, naming list, choice of menu, wine, coffee breaks, technical equipment, etc.

4. Disposal of hotel rooms

Arrival and departure times shall be stated in advance. In the circumstance of a late arrival that has not been agreed upon (after 4pm local time), the hotel can cancel the booking. The rooms can be considered ready for use after 3pm on the arrival day and the guests must have checked out by 12pm the departure day unless another arrangement has been agreed to. The organizer will be charged for an extra night if the deadlines are not upheld.

5. Special conditions

Placement of gifts, use of special equipment, set-up of decorations and posters, rising of flags/pennants, signposting etc. must be agreed and approved in advance. The law does not permit consumption of food and drink purchased elsewhere than on the hotel premises. The organizer must ensure that the level of noise is kept to an acceptable and agreed level, and that the guests comply with the agreed times in regard to closing of meetings, serving, music and dance.

6. Prices and forms for payment

Agreed prices are binding for both parties. Goods and services that exceed what is agreed in this contract will be charged in relation to the applicable price list. The hotel reserves the right to adjust the prices as a result of changed costs through raised taxes, fees and other conditions beyond the control of the hotel. With change of more than 40% of the booking, the hotel reserves the right to review the prices. Payment is made in accordance with the contract. Credit must be agreed upon prior to the event. For our credit customers the invoice shall be paid at least 14 days after this has been received, with overdue payment a supplement of 1% per month is charged and credit will be assessed on subsequent occasions. There is an invoicing fee of NOK 100 per invoice. If there is disagreement over the invoice this shall be paid by the due date and the organiser will if necessary be credited as agreed to. Invoices are not sent abroad.

All rates may be regulated annually by January 1st. All rates are subject to regulations according to changes in the collective wages and changes in the consumer price index (source SSBs consumer price index, section 2).



7. Responsibility for participant bills

The organizer is responsible to inform the participants of what is covered by the organizer and what the individual has to pay. The organizer is responsible for any unsettled participant bills. If one or more participants fail to participate in planned events, this does provide the right to a reduction in price.

8. Changes in contract conditions

The responsibility lies with both the organizer and hotel to, as soon as possible, bring to attention and deal with conditions/circumstances that are of significance for the contract, terms and conditions and implementation of the event. Any special agreements and changes of significance for the event must be submitted in writing.

If a specific space is reserved for parts or the entire event, hereunder also space for dining, the hotel reserves the right to make logistical changes to the agreed setup and reservation, if the number of participants or other circumstances should change in a way that the use of the reserved space is no longer appropriate.

9. Responsibility for damages, theft etc.

The hotel is not responsible for the organizer's and any exhibitor's property. A separate insurance is recommended. The organizer is responsible for any damage inflicted on the hotel as a result of negligent or wilful conduct by participants. The organizer is also responsible for own technical installations and for any possible inflicting of material or personal injury by these. With the handing out of keys to facilities/rooms the recipient is responsible for locking when these are not in use. The hotel disclaims any responsibility for personal injury that is not a consequence of gross negligence on the part of the hotel. The hotel has general liability insurance.

10. Force Majeure

Events or circumstances beyond the control of the company (strike, lockout, fire, deficient deliveries etc.) provide the hotel with the right to cancel the agreement without responsibility to pay compensation. Cancellations shall be notified at the earliest opportunity.

11. Advance/Partial payment

Radisson Blu Hotel & Conference Centre Oslo Alna reserves the right to ask for up to 100% advance payment of the agreed services, paid to the hotel no later than 14 days before arrival.

12. Legal venue/Complaints

All disputes that may arise from this contract between the parties or between guests and the hotel shall be adjudicated in accordance with Norwegian law. If a dispute cannot be settled amicably, the company's legal venue in the district where the property is located shall apply. In order to be taken into consideration complaints must be lodged without delay and at the latest on finalization of the event. Complaints pertaining to circumstances outside the control of the hotel shall be addressed to the event organizer.

Excerpts from terms and conditions issued by the "Norsk Hotell- og Restaurantforbund og Overnattings- og Serveringsnæringen 1993" (Norwegian Union of Hotel and Restaurant Workers and Accommodation and Serving