



# General Terms & Conditions

## GENERAL

### Validity

The agreement controls the relationship between the customer (the client) and 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.

### Booking

Upon booking the event, a specification of the number of participants, room nights, and other goods and services that the hotel shall provide, must be presented. Based on this, the contract offer will include a cost-estimate for the event, as well as terms of payment.

### Rates

The rates are in NOK and include VAT and applicable service charges.

All rates are binding for both parties. However, 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 should be submitted to the hotel at least 10 days prior to arrival.

### Check in and check out

Rooms are available from 3pm on the day of arrival. Checkout is 12am on the day of departure. However, a later check-out can be arranged on an individual basis. There may be an additional charge for this service.

### Indemnity

The hotel accepts no responsibility for the possessions of guests or exhibitors, and hence recommends that a separate insurance is arranged.

### Complaints

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

### Force Majeure

The client will receive no compensation if the hotel must cancel the event because of Force Majeure incidents.

### 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.

### 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.

### Cancellation

For events that include up to 50 attendees/roomnights, **ordered more than 30 days prior to arrival**, free cancellations/ reductions may be made according to the following schedule:

#### Number of days prior to the event

Up to 30 days before arrival:

29 - 14 days before arrival:

14 - 1 days before arrival:

#### Free Cancellation / Reduction

Up to 100%

Up to 50%

Up to 10%

(As long as previous cancellations/reductions do not amount to more than 10%)

For events that include up to 50 attendees/roomnights, **ordered less than 30 days prior to arrival**, free cancellations /reductions may be made according to the following schedule:

#### Number of days prior to the event

Up to 2 days after signing the contract,  
but minimum 1 day prior to arrival :

28 - 7 days before arrival:

7 - 1 days before arrival:

#### Free Cancellation / Reduction

Up to 100%

Up to 20%

Up to 10%

(As long as previous cancellations/reductions do not amount to more than 10%)

The client will be charged for all cancellations/reductions larger than stated above. Cancellations relating to food and beverage will be charged according to the agreed price per person.

## 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 writing. Moreover, the hotel reserves the right to do a credit check and perform its own credit evaluation of the client, prior to signing the contract.

Pre-payment is to be made no later than 10 days prior to the event.

If nothing else has been agreed upon, the hotel's preferred method of payment is by credit card.

If the client is to be invoiced for the conference, this must be pre-approved by the hotel.

If some charges are to be paid for by the individual attendees, the client must notify them about this. Should the attendees 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.