

PRIMEHOTELS

GENERAL TERMS AND CONDITIONS

Charges for the event are subject to possible alterations in the reservation.

Prices All prices are in euros and VAT inclusive. We reserve the right to change the price in case there is a change to the booking's dates, number of participants, number of meeting or hotel rooms. The prices are non-commissionable unless otherwise stated.

Payment According to the confirmation or terms below.

Terms of payment Meeting/ group reservation are always charged in one invoice. If not agreed otherwise, the customer pays directly at the hotel upon departure in cash or by credit/debit card. If the customer has a valid billing contract, the hotel can send the invoice (to the domestic companies with Finnish business id) after the event (minimum billing is 120€ including the billing fee is 20€). Foreign companies, associations and private persons will be invoiced in advance.

Our terms of payment are 14 days (net) and late payment interest is charged according to the Interest Act. The hotel reserves the right to change the method of payment if the customer's credit history or payment behavior is not found to be satisfactory.

Meeting reservation Meeting package is always charged as a whole package price, which includes pre-agreed meeting rooms, conference equipment and catering. Meeting package will not be dismantled – it is always charged in whole – regardless of whether all the participants took part e.g. in all the meals.

Details for the event Please provide the following details two weeks prior to the event:

- Number of participants and name list of the accommodating guests
- Timetable including lunch and/or coffee break times and possible allergies/diets
- Dinner menu option and drinks
- Seating arrangements in meeting room
- Billing address and ref (if billing contract is made)
- Text to the information board
- Conference equipment requirements and wishes
- Host of the event

Meeting, event and group cancellation policy

Persons or room nights	1-10	11-30	31-60	61-100
Cancellation free of charge (100%)	30 days prior to arrival	60 days prior to arrival	90 days prior to arrival	120 days prior to arrival
50% of the booking	21 days prior to arrival	28 days prior to arrival	60 days prior to arrival	90 days prior to arrival
25% of the booking	7 days prior to arrival	14 days prior to arrival	30 days prior to arrival	60 days prior to arrival
10% of the booking	n/a	n/a	14 days prior to arrival	30 days prior to arrival
5% of the booking	n/a	n/a	n/a	n/a

Possible cancellations must be informed in writing. Billing will be done according to the confirmation or the actual number of participants in case the total amount payable is greater than anticipated. If the number of participants changes considerably, the hotel reserves the right to appoint other meeting space for the event as well as re-negotiate the details and charges of the event.

Example of a room night calculation: If 30 rooms are booked for 2 nights there are a total of 60 room nights.

Bookings exceeding over 100 room-nights are subject to separate terms of cancellation.

Overbooking The hotel will arrange new rooms for delegates and cover transportation costs to the other hotel in case of overbooking.

Liability and insurance The hotel is not responsible for loss or theft of items owned by the guest.

Force Majeure Strikes, lockouts, fire, problems with suppliers and other extraordinary situations over which the parties in this contract have no control over constitute ground for termination without liability for compensation.

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Form of contract

Any amendments are valid only in writing and when signed by both parties. This reservation may not be transferred to a third party without written approval from the hotel. In case of transferring the reservation to a third party, the hotel reserves the right to alter rates and conditions of the original confirmation.