

Cancellation policy groups and meetings

Definition Group booking

Group booking refers to a booking of at least 10 hotel rooms (with or without meals) that takes place at the same time by the same customer.

Definition Meeting booking

Meeting booking refers to a booking of meeting rooms (with or without meals) that takes place at the same time by the same customer.

Client

Client is the person – legal or in person - who is responsible for the payment of the group. The client is also the same person who signs the contract.

The hotel

The hotel refers to who will provide the service.

Booking value

A booking value is the agreed price excluding VAT for the entire booking or the sum of the booked number of participants multiplied by the agreed price per participant per day, as well as the price for specially booked services.

Booking

A booking can be done by phone or in writing. The hotel must confirm a booking in writing for it to be valid. For booking values over SEK 30,000 excluding VAT, the hotel's General Manager must confirm the booking.

Special requests

If the customer has special requests regarding diet, pets, etc. this should be stated during the booking process. The same applies if the customer requires special security arrangements. A fee may apply for such services.

Cancellations up to 50 rooms / 50 people

Cancellations must be done in writing, and reconfirmed by the hotel or client for this to be valid. The following cancellation policy applies:

- Up until and including 30 days prior to the first arrival date, 100% of the room nights can be canceled free of charge.
- Between 29 days and up until 15 days prior to the first arrival date, 25% of the last updated number of room nights can be canceled free of charge. Cancellations in addition to this will be charged the full price according to the agreement.
- Between 14 and up until 8 days prior to the first arrival date, 10% of the last updated number of room nights can be canceled free of charge. Cancellations in addition to this will be charged the full price according to the agreement
- After 7 days prior to the first arrival date, 100% of the last updated number of room nights will be charged the full price according to the agreement.

Cancellation of more than 50 rooms / 50 people

Cancellations must be done in writing, and reconfirmed by the hotel or client for this to be valid. The following cancellation policy applies:

- Up until and including 60 days prior to the first arrival date, 100% of the room nights can be canceled free of charge.
- Between 59 days and up until 30 days prior to the first arrival date, 25% of the last updated number of room nights can be canceled free of charge. Cancellations in addition to this will be charged the full price according to the agreement.
- Between 29 and up until 15 days prior to the first arrival date, 10% of the last updated number of room nights can be canceled free of charge. Cancellations in addition to this will be charged the full price according to the agreement.
- After 14 days before the first arrival date, 100% of the last updated number of room nights will be charged full price according to the agreement.

No shows (Unused hotel room):

Any no-shows, when a guest does not arrive according to the agreement, the entire stay will be charged. Early departure, when someone leaves earlier than agreed, the entire stay will be charged at full price according to the agreement.

Name list

The name list must be sent to the hotel in advance, and no later than 14 days before arrival. If the group is larger than 50 people, the list of names must be sent no later than 28 days before arrival.

Payment

The client is responsible for all costs incurred according to the order. If the participants are supposed to pay for items separately, this must be approved by the hotel. Absence of participants from ordered meal or booked room does not entitle to changed prices.

Payment must be paid by agreement. The hotel only invoices Swedish limited liability companies after a usual credit check, as well as state- and municipal units.

Arrangements over SEK 50,000 must be paid in advance by at least 75%, unless otherwise agreed.

If payment has not been received on the specified payment date on the pro forma, we reserve the right to cancel your booking.

City and date

City and date

Name

Name

Signature _____

Signature _____