

Cancellation policy groups and meetings

Definition Group booking

Group booking refers to an order 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 an order 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 liable to pay for the group. The client is also the same person who signs this contract.

The hotel

The hotel refers to the which delivers the event.

Order value

An order value is the agreed price excluding VAT for the entire order or the sum of the ordered number of participants multiplied by the agreed price per participant per day, and the price for specially ordered services.

Order

An order can be done by phone or in writing. The hotel must confirm an order in writing so that it can be invoked by the customer. For order values over SEK 30,000 excluding VAT, the hotel's General Manager must confirm the booking.

Special requests

Does the customer have special requests regarding e.g. special diets, pets, etc. this must be stated already at the time of doing the order. The same applies if the customer requires special security arrangements. A fees may apply for such services.

Cancellation - temporary conditions in 2021

These conditions apply to groups and meetings booked and intended to be held in 2021

The hotel must confirm in writing the receipt of a written cancellation, so that it can be invoked by the customer or the hotel. The following cancellation policy applies:

- Order can be reduced by 10% per day until the day of arrival, free of charge.
- If the order is canceled completely 0 - 14 days before arrival, the customer will receive the entire sum for the booking (applies to accommodation, meeting rooms and meeting packages), to be used for the same purpose no later than 31 March 2022. (The customer pays his agreed part as agreed)

No shows (Unused hotel room):

Any no-shows, that a guest does not arrive by agreement, the entire stay will be charged. Early departure, that someone leaves earlier than agreed, is charged 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 customer is responsible for all costs incurred according to the order. If the participants allows to pay something 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 companys 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 is agreed.

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

City and date

Name

Signature _____

City and date

Name

Signature _____