

**Advisory rules on cancellations
of
courses, conferences and other large events at hotels**

1. An event may be cancelled up to nine weeks prior to the start date without requiring the payment of a cancellation fee.

2. If an event is cancelled after this time, a cancellation fee is charged, calculated on the basis of the agreed rates for rooms and meals, as follows:

For cancellation less than nine weeks prior to the start date, a 25% cancellation fee is charged.

For cancellation less than six weeks prior to the start date, a 50% cancellation fee is charged.

For cancellation less than two weeks prior to the start date, a 75% cancellation fee is charged.

In the case of cancellation less than two weeks prior to start date, the hotel charges must be paid in full.

3. In the case of a reduction in the number of participants, a compensation fee is charged for rooms, as follows:

For a reduction in the number of participants up to two weeks prior to the start date, a 50% compensation fee is charged.

In the case of a reduction in the number of participants up to one week prior to the start date, the hotel charges must be paid in full.

4. For special services, compensation of 100% is required. "Special services" are understood to mean services ordered separately by the hotel for an event, and which give rise to additional costs for the hotel. The size of the compensation fee will be reduced proportionately if the ordered items can be utilised elsewhere under normal conditions.

5. In the case of the delay or cancellation of an event for traffic reasons immediately prior to the start date, the provisions of clause 2 may be re-evaluated.

6. No later than two weeks prior to the start date, the organiser/instructor must send a timetable/programme of the event to the hotel, indicating the times of meals and other catering requirements.

7. Rooms: No later than four weeks prior to the start date, a list must be sent of the names of the participants who will be requiring accommodation at the hotel.

8. Any deviation from these cancellation conditions must be agreed in writing between the hotel and the organiser.

20. December 2011