

Framework agreement between
Danmarks Rejsebureau Forening; DRF (Association of Danish Travel Agents and Tour Operators)
and
Hotel-, Restaurant- & Turisterhvervet; HORESTA (Association of the Hotel, Restaurant and
Tourism Industry in Denmark)

§ 1

Validity

The framework agreement shall be valid unless the hotel and travel agency have partially or completely receded from it.

§ 2

Definitions

§ 2.1

A **temporary reservation agreement**, including allotment, shall be interpreted as an offer which is binding for the hotel and which can be limited time-wise. The agreement shall cease to exist when the deadline expires. If there is no time limitation, it shall expire on the last day when a timely cancellation can take place without any fee(s) being charged.

§ 2.2

The **reservation agreement** shall be interpreted as the hotel's written confirmation of the agency's written order or as the agency's written acceptance of the hotel's written offer.

§ 2.3

Hotel services shall be interpreted as any service which the hotel must produce in accordance with the reservation agreement or the preliminary reservation which must list the time of delivery, number and price.

§ 2.4

A **hotel package deal** shall be interpreted as a hotel service consisting of a room and one or more additional services as for instance meals, rooms, entertainment and external services which are priced as one.

§ 2.5

The **hotel arrangement** shall be interpreted as the hotel services covered by a reservation agreement.

§ 2.6

External services shall be interpreted as services which the agency requests the hotel to order and which are delivered by third parties, but which are not invoiced by the hotel.

§ 2.7

A **net price** is a non-commissionable price.

§ 2.8

The **reservation fee** is the fee which the hotel may charge for entering into a reservation agreement. In order to be enforceable, the reservation fee must appear from a possible preliminary reservation agreement and from the actual reservation agreement. The fee shall be deducted from the final invoice but will not be refunded in the case of a cancellation. Should an agreed-upon reservation fee not be paid in time, a possible preliminary reservation fee and the reservation agreement will cease to exist.

§ 2.9

The **deposit and prepayment** shall be interpreted as the fees which the hotel may charge for entering into a reservation agreement. In order to be enforceable, the deposit and prepayment must appear from a possible preliminary reservation agreement and the actual reservation agreement. The fee shall be deducted from the final invoice and shall be refunded in the case of a timely cancellation. In case an agreed-upon deposit or prepayment are not paid on time, this will constitute a cancellation.

Normally, the member hotels do not charge any reservation fees, deposits or prepayment to members of DRF.

§ 2.10

A **guarantee** shall be interpreted as a guarantee for full or partial fulfilment of the reservation fee.

§ 2.11

A **guest** shall be interpreted a person for whom the hotel services have been ordered.

§ 2.12

Individuals shall be interpreted as guests who are covered by the same reservation agreement which shall cover no more than 14 guests.

§ 2.13

A **group** shall be interpreted as at least 15 guests who are covered by the same reservation agreement with by and large the same arrival and departure dates and who pay together. The parties shall state in the preliminary reservation and in the reservation agreement which cancellation rules a certain group is covered by, cf. encl. 1. If this is not the case, the group shall be covered by the cancellation rules listed in section 15.

The reservation agreement shall not lose its original designation as a group due to a full or partial cancellation.

§ 2.14

Free service shall be interpreted as the free ticket in connection with an event booked which the hotel will make available free of charge to the agency for every 21st guest in a group for a travel guide, a driver or an agency representative who is with the group throughout the entire event.

§ 2.15

A **conference** shall be interpreted as individually paying guests covered by the same reservation agreement when the agency has reservation agreements in connection with the event with one or more hotels or in cases where the parties agree to call the event a conference.

The parties shall list the cancellation rules which a conference is covered in the preliminary reservation and in the reservation agreement, cf. encl. 2. If this is not done, the conference shall be covered by the cancellation rules listed in section 16.

The reservation agreement shall not lose its original designation as a conference due to a full or partial cancellation.

§ 2.16

A **locked-in, booked event** shall be interpreted as the hotel services to be performed in accordance with the reservation agreement at the latest time when the entire event can be cancelled without any fees being charged.

§ 2.17

The **arrival date** shall be interpreted as the first day when the hotel shall deliver its services in accordance with the reservation agreement.

§ 2.18

The **departure date** shall be interpreted as the last day when the hotel shall deliver its services in accordance with the reservation agreement.

§ 2.19

A **No Show** shall be interpreted as an instance in which a guest stays away from a hotel service covered by a reservation agreement.

§ 2.20

A **relocation** shall be interpreted as the hotel placing hotel services with other hotel than the one which is listed in the reservation agreement.

§ 2.21

A **cancellation** shall be interpreted as a case where the agency performs a complete or partial cancellation, reduction or similar change of the hotel services agreed upon.

Hotel package deals can only be cancelled as an entire unit.

§ 3

Prices

Prices listed in the reservation agreement can be changed until 30 days prior to the arrival date in the case of the following:

- the introduction of new or changes to existing public taxes and fees which take effect before the arrival date;
- an index adjustment of the net price index published by Danmarks Statistik (Statistics Denmark) if the reservation agreement was executed more than two (2) years prior to the arrival date.
- appreciation and/or depreciation of a possible agreed-upon currency other than DKK; and
- in the case of acts of God.

The price agreed upon in the reservation agreement may not be revealed to the guest.

The preliminary reservation agreement and the reservation agreement shall state that the price is a net price if this is the case.

§ 4

List of names

A list of names stating the agreed-upon or preferred room types shall be submitted to the hotel no later than 14 days prior to the arrival.

If the agency fails to submit the list of names in time, the hotel shall be able to request this in writing. If the agency does not react to the request no later than two (2) weekdays after having received the said request, this shall constitute a cancellation of all the hotel services covered by the reservation agreement.

It shall be attempted to correct difficulties arising due to a lack of room specifications and lists of names or due to such specifications/lists having been submitted too late, but the hotel shall not be responsible for such difficulties.

§ 5

Usage of the hotel room by the guest

The room shall be available to the guest no later than at 3 p.m. on the arrival date.

The guest shall check out no later than at 12 noon on the departure date. The hotel shall be entitled to additional payment from the guest if he/she wishes to use or actually uses the room outside these hours without any prior agreement on this.

Unless otherwise agreed upon or unless a late arrival has been guaranteed, the hotel shall have complete assignment right and right of disposal of the booked room if the guest fails to check in no later than at 6 p.m. on the arrival date. The agency's compensation shall be settled in accordance with the cancellation rules which apply to the reservation agreement.

§ 6

Relocation

Guests can only be relocated as a rare exception. If this takes place, the hotel shall immediately and in the case of groups and conferences inform the agency of the relocation no later than five (5) days before the arrival. Guests can only be relocated to a hotel of the same or better quality, and this hotel shall insofar as possible be located in the vicinity of the hotel.

Any possible relocation shall insofar as possible apply to all the hotel services in accordance with the reservation agreement.

The hotel shall pay for any documented additional expense(s), including any possible legal requirements which the relocation will result in for the agency or the guest.

§ 7

Invoicing and payments

The invoices of the hotel shall be paid on the agreed-upon time. If a specific time of payment has not been agreed upon, the payment shall take place no later than 30 days from the date of invoice. In the case of late payment, the hotel shall be entitled to charge penalty interest in accordance with the Danish act on interest.

Unless a prepayment, deposit(s) or the like have been agreed upon, the hotel shall not charge the agency until the day when the guest leaves the hotel. However, in the case of guests staying at the hotel for more than 14 days, charges will be made while the guest is still staying at the hotel.

If a guest pays for the hotel services himself/herself, the hotel shall pay the commission to the agency no later than 30 days after the guest has left.

§ 8

Commission

The hotel shall pay a commission to the agency for rooms which have been paid for and which form part of the reservation agreement.

The hotel shall pay a commission of half of the agreed-upon commission on rooms for meals, drinks, hotel package deals and rooms for special functions covered by the reservation agreement.

If the agency does not accept liability in relation to or is not in charge of the contact with the client, the hotel shall pay the agency a commission of up to half of the commission which would otherwise have applied.

The agency shall not be entitled to commission on net prices, external services and other hotel services.

The agency shall be entitled to commission if guests extend their stays.

The commission shall be paid to the agency via the invoice or in the form of a credit note no later than 30 days after the guest's departure.

§ 9

Responsibilities of the hotel

The hotel shall not be entitled to take initiatives aimed at making guests refrain from making reservations through the agency.

The hotel shall not be responsible for the guests' possessions during their stay unless the hotel or its employees have acted negligently or unless the said possessions are in the custody of the hotel.

The hotel shall pass along to the agency questions regarding reservations for and changes of a hotel event which for sure has already been covered by a reservation agreement.

When the guest arrives, the hotel shall ask the guest to pay for his/her entire stay if the guest is to pay for the stay himself/herself.

In the case of conferences, the hotel shall ask guests who do not have a reservation whether they have a reservation with another hotel.

§ 10

Loss limitation

In the case of a cancellation, the hotel shall attempt to limit the loss by selling the service to another party.

If the agency can assign a similar hotel event to the same price and at the same extent as the cancelled event, the hotel shall accept this unless the service has already been sold to a third party in full or in part.

The hotel shall upon request prove that the room has not been let at the same price.

§ 11

Agency responsibilities

The agency shall not attempt to make a guest refrain from reserving hotel services directly from the hotel.

The agency shall not enter into reservation agreements for guest(s) with the same name during the same period of time at several hotels.

The agency shall upon request from the hotel update its information about the hotel as regards prices, facilities, etc.

The agency shall not sell hotel services with misleading names.

The agency shall inform guests in writing who are to pay the hotel directly for the hotel services that the guest is liable for the entire period reserved irrespective of whether the guest chooses to arrive later or leave earlier than what has been listed in the reservation agreement and that the guest will be charged for and must pay for the entire reserved period no later than on the day of departure.

The agency shall give the hotel information to ensure payment of hotel services as for instance credit card information and the like which appears from the agreement or other correspondence between the agency and the guest.

§ 12

Breach of contract

In the case of a breach of contract, the party in violation shall remedy the breach immediately after discussing the case with the violated party.

Repeat or significant breaches of contract shall entitle the parties to cancel the reservation agreement. The violating party shall compensate the violated party for the documented loss suffered by the said violated party due to the breach of contract.

§ 13

Acts of God

In the case of highly unusual matters outside the control of the parties (Acts of God), the parties shall be able to cancel the reservation agreement free of charge.

§14

Cancellation of individual guests

The agency shall be entitled to cancel a reservation agreement on behalf of individual guests until 6 p.m. the day before the arrival.

In the case of a later cancellation, the hotel shall be entitled to compensation corresponding to the price of the hotel services booked for the first 24 hours.

§15

Cancellation of groups

Unless other cancellation deadlines have been agreed upon (see enclosure 1), the below cancellation terms apply to all groups.

In order for a cancellation to not incur any charge(s), the hotel must have been notified of it no later than at 4 p.m. on the day of the last timely cancellation as stated in the stipulations regarding this.

Up until and including 30 days prior to arrival, the agency shall be free to cancel the reservation agreement for a group.

After this point in time, no more than 50% of the locked-in, booked hotel event can be cancelled in accordance with the following rules:

- After 30 days up until 20 days prior to arrival, the agency shall be entitled to cancel up to 50% of the locked-in, booked hotel event free of charge.

- After 20 days up until 10 days prior to arrival, the agency shall be entitled to cancel up to 25% of the locked-in, booked hotel event free of charge.
- After 10 days up until 5 days prior to arrival, the agency shall be entitled to cancel up to 10% of the locked-in, booked hotel event free of charge.
- After 5 days up until 3 days prior to arrival, the agency shall be entitled to cancel up to 5% of the locked-in, booked hotel event free of charge.

In the case of later cancellations, the hotel shall be entitled to compensation corresponding to $\frac{3}{4}$ of the price of the hotel services covered by the locked-in, booked event which was cancelled too late. However, the minimum charge shall be an amount which corresponds to the full price for the busiest 24-hour period covered by the agreement.

In the case of no shows, late arrivals and early departures, the hotel shall be entitled to compensation corresponding to the full price of the locked-in, booked event.

§ 16

Cancellation of conferences

Unless other cancellation deadlines have been agreed upon (see enclosure 2), the below cancellation terms apply to all conferences:

In order for a cancellation to not incur any charge(s), the hotel must have been notified of it no later than at 4 p.m. on the day of the last timely cancellation as stated in the stipulations regarding this.

Up until and including 30 days prior to arrival, the agency shall be free to cancel the reservation agreement for conferences.

After this point in time, no more than 50% of the locked-in, booked hotel event can be cancelled in accordance with the following rules:

- After 30 days up until 20 days prior to arrival, the agency shall be entitled to cancel up to 50% of the locked-in, booked hotel event free of charge.
- After 20 days up until 10 days prior to arrival, the agency shall be entitled to cancel up to 25% of the locked-in, booked hotel event free of charge.
- After 10 days up until 5 days prior to arrival, the agency shall be entitled to cancel up to 10% of the locked-in, booked hotel event free of charge.
- After 5 days up until 3 days prior to arrival, the agency shall be entitled to cancel up to 5% of the locked-in, booked hotel event free of charge.

In the case of a later cancellation, the hotel shall be entitled to compensation corresponding to the price of the hotel services booked for the first 24 hours.

In the case of late arrivals and early departures, the hotel shall be entitled to compensation corresponding to the full price of the locked-in, booked event, cf. sections 9 and 11.

In the case of no shows, the hotel shall be entitled to compensation corresponding to 50% of the price of the hotel services booked but no less than the price of the hotel services booked for the first 24-hour period. Any possible credit card costs in connection with the payment of the balance by the guest shall be borne by the hotel.

§ 17

Cancellation of external services

The agency shall compensate the hotel for any costs for services which in accordance with the reservation agreement shall be delivered by a third party when the hotel cannot cancel such services.

§ 18

Arbitration

Disputes shall be settled by arbitration.

The party requesting arbitration shall inform the other party of this in writing including which questions he/she wishes to bring before the arbitration tribunal and who he/she would like to use as an arbitrator.

The other party shall subsequently and no later than ten (10) business days inform the party requesting arbitration who the said other party would like to use as an arbitrator. If no arbitrator has been suggested before the above-mentioned deadline, the umpire shall be entitled to appoint an arbitrator.

Subsequently, the arbitrators shall appoint an umpire within 14 days after this point in time, or, if two arbitrators have not been appointed, one arbitrator shall do so. The umpire shall be a lawyer or meet the general rules for being a judge. If the parties cannot agree on this, the President of the Danish Maritime and Commercial Court in Copenhagen shall be requested to appoint an umpire.

The umpire shall lay down the specific rules regarding the procedure of the arbitration tribunal's hearing of the dispute and the location where the case shall be heard. When making a decision, the arbitration tribunal shall apply this agreement and the current Danish legislation. The languages used in court shall be Danish or English. The ruling of the arbitration court shall be final and binding.

The arbitration tribunal shall stipulate the costs of the arbitration and normally splits these evenly between the parties.

§ 19

Notice of termination

This agreement cannot be terminated until 31 December 2006. This present agreement can subsequently be terminated at six months' notice before January 1 of any year.

This agreement takes effect on 1 January 2004 and governs contracts executed after this point in time.

§ 20

Transfer stipulation in the case of a termination

Should this present agreement be terminated to take effect when it expires and if the parties have not entered into a new agreement, the stipulations of this present agreement shall apply until a new agreement has been executed.

Enclosure 1 - Group cancellation stipulations

The parties can choose the following cancellation stipulations instead of the general cancellation stipulations in section 15 of the agreement:

A. - The 15 day rule

In order for a cancellation to not incur any charge(s), the hotel must have been notified of it no later than at 4 p.m. on the day of the last timely cancellation as stated in the stipulations regarding this.

Up until and including 15 days prior to arrival, the agency shall be free to cancel the reservation agreement for a group. After this point in time, no more than 50% of the locked-in, booked hotel event can be cancelled in accordance with the following rules:

- After 15 days up until 10 days prior to arrival, the agency shall be entitled to cancel up to 50% of the locked-in, booked hotel event free of charge.
- After 10 days up until 5 days prior to arrival, the agency shall be entitled to cancel up to 25% of the locked-in, booked hotel event free of charge.
- After 5 days up until 3 days prior to arrival, the agency shall be entitled to cancel up to 10% of the locked-in, booked hotel event free of charge.
- After 3 days up until 1 day prior to arrival, the agency shall be entitled to cancel up to 5% of the locked-in, booked hotel event free of charge.

In the case of later cancellations, the hotel shall be entitled to compensation corresponding to $\frac{3}{4}$ of the price of the hotel services covered by the locked-in, booked event which was cancelled too late. However, the minimum charge shall be an amount which corresponds to the full price for the busiest 24-hour period covered by the agreement.

In the case of no shows, late arrivals and early departures, the hotel shall be entitled to compensation corresponding to the full price of the locked-in, booked event.

B. - The 45 day rule

In order for a cancellation to not incur any charge(s), the hotel must have been notified of it no later than at 4 p.m. on the day of the last timely cancellation as stated in the stipulations regarding this.

Up until and including 45 days prior to arrival, the agency shall be free to cancel the reservation agreement for a group.

After this point in time, no more than 50% of the locked-in, booked hotel event can be cancelled in accordance with the following rules:

- After 45 days up until 30 days prior to arrival, the agency shall be entitled to cancel up to 50% of the locked-in, booked hotel event free of charge.
- After 30 days up until 15 days prior to arrival, the agency shall be entitled to cancel up to 25% of the locked-in, booked hotel event free of charge.
- After 15 days up until 5 days prior to arrival, the agency shall be entitled to cancel up to 10% of the locked-in, booked hotel event free of charge.

- After 5 days up until 3 days prior to arrival, the agency shall be entitled to cancel up to 5% of the locked-in, booked hotel event free of charge.

In the case of later cancellations, the hotel shall be entitled to compensation corresponding to $\frac{3}{4}$ of the price of the hotel services covered by the locked-in, booked event which was cancelled too late. However, the minimum charge shall be an amount which corresponds to the full price for the busiest 24-hour period covered by the agreement.

In the case of no shows, late arrivals and early departures, the hotel shall be entitled to compensation corresponding to the full price of the locked-in, booked event.

C. - The 60 day rule

In order for a cancellation to not incur any charge(s), the hotel must have been notified of it no later than at 4 p.m. on the day of the last timely cancellation as stated in the stipulations regarding this.

Up until and including 60 days prior to arrival, the agency shall be free to cancel the reservation agreement for a group.

After this point in time, no more than 50% of the locked-in, booked hotel event can be cancelled in accordance with the following rules:

- After 60 days up until 40 days prior to arrival, the agency shall be entitled to cancel up to 50% of the locked-in, booked hotel event free of charge.
- After 40 days up until 20 days prior to arrival, the agency shall be entitled to cancel up to 25% of the locked-in, booked hotel event free of charge.
- After 20 days up until 10 days prior to arrival, the agency shall be entitled to cancel up to 10% of the locked-in, booked hotel event free of charge.
- After 5 days up until 3 days prior to arrival, the agency shall be entitled to cancel up to 5% of the locked-in, booked hotel event free of charge.

In the case of later cancellations, the hotel shall be entitled to compensation corresponding to $\frac{3}{4}$ of the price of the hotel services covered by the locked-in, booked event which was cancelled too late. However, the minimum charge shall be an amount which corresponds to the full price for the busiest 24-hour period covered by the agreement.

In the case of no shows, late arrivals and early departures, the hotel shall be entitled to compensation corresponding to the full price of the locked-in, booked event.

D. - The 90 day rule

In order for a cancellation to not incur any charge(s), the hotel must have been notified of it no later than at 4 p.m. on the day of the last timely cancellation as stated in the stipulations regarding this.

Up until and including 90 days prior to arrival, the agency shall be free to cancel the reservation agreement for a group.

After this point in time, no more than 50% of the locked-in, booked hotel event can be cancelled in accordance with the following rules:

- After 90 days up until 60 days prior to arrival, the agency shall be entitled to cancel up to 50% of the locked-in, booked hotel event free of charge.
- After 60 days up until 30 days prior to arrival, the agency shall be entitled to cancel up to 25% of the locked-in, booked hotel event free of charge.
- After 30 days up until 15 days prior to arrival, the agency shall be entitled to cancel up to 10% of the locked-in, booked hotel event free of charge.
- After 15 days up until 7 days prior to arrival, the agency shall be entitled to cancel up to 5% of the locked-in, booked hotel event free of charge.

In the case of later cancellations, the hotel shall be entitled to compensation corresponding to $\frac{3}{4}$ of the price of the hotel services covered by the locked-in, booked event which was cancelled too late. However, the minimum charge shall be an amount which corresponds to the full price for the busiest 24-hour period covered by the agreement.

In the case of no shows, late arrivals and early departures, the hotel shall be entitled to compensation corresponding to the full price of the locked-in, booked event.

E. - The 120 day rule

In order for a cancellation to not incur any charge(s), the hotel must have been notified of it no later than at 4 p.m. on the day of the last timely cancellation as stated in the stipulations regarding this.

Up until and including 120 days prior to arrival, the agency shall be free to cancel the reservation agreement for a group.

After this point in time, no more than 50% of the locked-in, booked hotel event can be cancelled in accordance with the following rules:

- After 120 days up until 80 days prior to arrival, the agency shall be entitled to cancel up to 50% of the locked-in, booked hotel event free of charge.
- After 80 days up until 40 days prior to arrival, the agency shall be entitled to cancel up to 25% of the locked-in, booked hotel event free of charge.
- After 40 days up until 20 days prior to arrival, the agency shall be entitled to cancel up to 10% of the locked-in, booked hotel event free of charge.
- After 20 days up until 10 days prior to arrival, the agency shall be entitled to cancel up to 5% of the locked-in, booked hotel event free of charge.

In the case of later cancellations, the hotel shall be entitled to compensation corresponding to $\frac{3}{4}$ of the price of the hotel services covered by the locked-in, booked event which was cancelled too late. However, the minimum charge shall be an amount which corresponds to the full price for the busiest 24-hour period covered by the agreement.

In the case of no shows, late arrivals and early departures, the hotel shall be entitled to compensation corresponding to the full price of the locked-in, booked event.

Enclosure 2 - Conference cancellation stipulations

The parties can choose the following cancellation stipulations instead of the general cancellation stipulations in section 16 of the agreement:

A. - The 15 day rule

In order for a cancellation to not incur any charge(s), the hotel must have been notified of it no later than at 4 p.m. on the day of the last timely cancellation as stated in the stipulations regarding this.

Up until and including 15 days prior to arrival, the agency shall be free to cancel the reservation agreement for conferences.

After this point in time, no more than 50% of the locked-in, booked hotel event can be cancelled in accordance with the following rules:

- After 15 days up until 10 days prior to arrival, the agency shall be entitled to cancel up to 50% of the locked-in, booked hotel event free of charge.
- After 10 days up until 5 days prior to arrival, the agency shall be entitled to cancel up to 25% of the locked-in, booked hotel event free of charge.
- After 5 days up until 3 days prior to arrival, the agency shall be entitled to cancel up to 10% of the locked-in, booked hotel event free of charge.
- After 3 days up until 1 day prior to arrival, the agency shall be entitled to cancel up to 5% of the locked-in, booked hotel event free of charge.

In the case of a later cancellation, the hotel shall be entitled to compensation corresponding to the price of the hotel services booked for the first 24 hours.

In the case of late arrivals and early departures, the hotel shall be entitled to compensation corresponding to the full price of the locked-in, booked event, cf. sections 9 and 11.

In the case of no shows, the hotel shall be entitled to compensation corresponding to 50% of the price of the hotel services booked but no less than the price of the hotel services booked for the first 24-hour period. Any possible credit card costs in connection with the payment of the balance by the guest shall be borne by the hotel.

B. - The 45 day rule

In order for a cancellation to not incur any charge(s), the hotel must have been notified of it no later than at 4 p.m. on the day of the last timely cancellation as stated in the stipulations regarding this.

Up until and including 45 days prior to arrival, the agency shall be free to cancel the reservation agreement for conferences.

After this point in time, no more than 50% of the locked-in, booked hotel event can be cancelled in accordance with the following rules:

- After 45 days up until 30 days prior to arrival, the agency shall be entitled to cancel up to 50% of the locked-in, booked hotel event free of charge.

- After 30 days up until 15 days prior to arrival, the agency shall be entitled to cancel up to 25% of the locked-in, booked hotel event free of charge.
- After 15 days up until 5 days prior to arrival, the agency shall be entitled to cancel up to 10% of the locked-in, booked hotel event free of charge.
- After 5 days up until 3 days prior to arrival, the agency shall be entitled to cancel up to 5% of the locked-in, booked hotel event free of charge.

In the case of a later cancellation, the hotel shall be entitled to compensation corresponding to the price of the hotel services booked for the first 24 hours.

In the case of late arrivals and early departures, the hotel shall be entitled to compensation corresponding to the full price of the locked-in, booked event, cf. sections 9 and 11.

In the case of no shows, the hotel shall be entitled to compensation corresponding to 50% of the price of the hotel services booked but no less than the price of the hotel services booked for the first 24-hour period. Any possible credit card costs in connection with the payment of the balance by the guest shall be borne by the hotel.

C. - The 60 day rule

In order for a cancellation to not incur any charge(s), the hotel must have been notified of it no later than at 4 p.m. on the day of the last timely cancellation as stated in the stipulations regarding this.

Up until and including 60 days prior to arrival, the agency shall be free to cancel the reservation agreement for conferences.

- After 60 days up until 40 days prior to arrival, the agency shall be entitled to cancel up to 50% of the locked-in, booked hotel event free of charge.
- After 40 days up until 20 days prior to arrival, the agency shall be entitled to cancel up to 25% of the locked-in, booked hotel event free of charge.
- After 20 days up until 10 days prior to arrival, the agency shall be entitled to cancel up to 10% of the locked-in, booked hotel event free of charge.
- After 5 days up until 3 days prior to arrival, the agency shall be entitled to cancel up to 5% of the locked-in, booked hotel event free of charge.

After this point in time, no more than 50% of the locked-in, booked hotel event can be cancelled in accordance with the following rules:

In the case of a later cancellation, the hotel shall be entitled to compensation corresponding to the price of the hotel services booked for the first 24 hours.

In the case of late arrivals and early departures, the hotel shall be entitled to compensation corresponding to the full price of the locked-in, booked event, cf. sections 9 and 11.

In the case of no shows, the hotel shall be entitled to compensation corresponding to 50% of the price of the hotel services booked but no less than the price of the hotel services booked for the first 24-hour period. Any possible credit card costs in connection with the payment of the balance by the guest shall be borne by the hotel.

D. - The 90 day rule

In order for a cancellation to not incur any charge(s), the hotel must have been notified of it no later than at 4 p.m. on the day of the last timely cancellation as stated in the stipulations regarding this.

Up until and including 90 days prior to arrival, the agency shall be free to cancel the reservation agreement for conferences.

After this point in time, no more than 50% of the locked-in, booked hotel event can be cancelled in accordance with the following rules:

- After 90 days up until 60 days prior to arrival, the agency shall be entitled to cancel up to 50% of the locked-in, booked hotel event free of charge.
- After 60 days up until 30 days prior to arrival, the agency shall be entitled to cancel up to 25% of the locked-in, booked hotel event free of charge.
- After 30 days up until 15 days prior to arrival, the agency shall be entitled to cancel up to 10% of the locked-in, booked hotel event free of charge.
- After 15 days up until 7 days prior to arrival, the agency shall be entitled to cancel up to 5% of the locked-in, booked hotel event free of charge.

In the case of a later cancellation, the hotel shall be entitled to compensation corresponding to the price of the hotel services booked for the first 24 hours.

In the case of late arrivals and early departures, the hotel shall be entitled to compensation corresponding to the full price of the locked-in, booked event, cf. sections 9 and 11.

In the case of no shows, the hotel shall be entitled to compensation corresponding to 50% of the price of the hotel services booked but no less than the price of the hotel services booked for the first 24-hour period. Any possible credit card costs in connection with the payment of the balance by the guest shall be borne by the hotel.

E. - The 120 day rule

In order for a cancellation to not incur any charge(s), the hotel must have been notified of it no later than at 4 p.m. on the day of the last timely cancellation as stated in the stipulations regarding this.

Up until and including 120 days prior to arrival, the agency shall be free to cancel the reservation agreement for conferences.

After this point in time, no more than 50% of the locked-in, booked hotel event can be cancelled in accordance with the following rules:

- After 120 days up until 80 days prior to arrival, the agency shall be entitled to cancel up to 50% of the locked-in, booked hotel event free of charge.
- After 80 days up until 40 days prior to arrival, the agency shall be entitled to cancel up to 25% of the locked-in, booked hotel event free of charge.
- After 40 days up until 20 days prior to arrival, the agency shall be entitled to cancel up to 10% of the locked-in, booked hotel event free of charge.

- After 20 days up until 10 days prior to arrival, the agency shall be entitled to cancel up to 5% of the locked-in, booked hotel event free of charge.

In the case of a later cancellation, the hotel shall be entitled to compensation corresponding to the price of the hotel services booked for the first 24 hours.

In the case of late arrivals and early departures, the hotel shall be entitled to compensation corresponding to the full price of the locked-in, booked event, cf. sections 9 and 11.

In the case of no shows, the hotel shall be entitled to compensation corresponding to 50% of the price of the hotel services booked but no less than the price of the hotel services booked for the first 24-hour period. Any possible credit card costs in connection with the payment of the balance by the guest shall be borne by the hotel.