

Terms and Conditions Small Group Hotel Reservations



25TH EHA CONGRESS
FRANKFURT, GERMANY
JUNE 11 - 14, 2020

MCI The Netherlands, the official housing partner for the 25th Congress of the EHA, has reserved a number of rooms in various hotels that have been carefully selected for your convenience. The majority of the hotels are located in the city centre of Frankfurt or at a location from which the Congress venue can easily be reached by public transportation. Reservations can be made online, the reservation section will show real-time availability and the applicable rates.

Make sure to take advantage of these special rates by reserving your room through the online reservation process. Congress hotels will not accept direct reservations at these negotiated rates.

Room Rates

All rates quoted are the lowest available for standard rooms during the period of the congress. Deposits are payable in EUR and prices all include all applicable taxes. Breakfast is included, unless otherwise mentioned. City tax is not applicable for business related stays and are therefore not included in these rates. All taxes are subject to change. Remaining payments and personal accounts are payable directly at the hotel in EUR.

Reservation and Payment

A full deposit payment must accompany your hotel reservation. Your booking will be confirmed upon receipt of your full payment. Remaining payments and personal accounts are payable directly at the hotel in EUR. Upon check-in your guests will be requested to provide a guarantee for the personal accounts by credit card.

Special requirements (such as double room, twin room, smoking room) concerning the hotel rooms will be available upon request, and cannot be guaranteed. Standard check in times vary from 14:00 to 16:00 hours and check out times vary from 11:00 to 12:00 hours. Should you need guaranteed early arrival before check-in times, or a late departure after the check-out time, the previous or following night is to be reserved and paid.

Payment by credit card

The online registration platform is a secured site. VISA, Eurocard/MasterCard and American Express are the only credit cards accepted. Please enter all relevant information on the reservation form. Upon completion of the online reservation process, you will receive a paid invoice (receipt) by email. Payment via the online form by credit card is highly recommended as your hotel reservation is immediately confirmed.

Payment by bank transfer

When selecting bank transfer as your payment method during the online registration process, you will receive an invoice including all bank details and payment instructions by email. Your hotel reservation is not confirmed until receipt of your deposit payment. Payments must be received within 2 weeks after receipt of the invoice. If payment is not received within 2 weeks, your booking will be cancelled, and your rooms will be released for re-sale. As from April 30, 2020 only payment per credit card is accepted.

Cancellation Conditions

Any enquiries or requests for additional information, modifications or cancellations to room reservations should be addressed to MCI by email (EHAregistration@mci-group.com). Please do not contact the hotel directly, as they will not accept any changes or cancellations made directly.

Cancellations are calculated on projected charges. In case of total or partial cancellation, refunds will be made according to the following schedule:

- From confirmation to March 11, 2020: 80% of the total reservation value is non-refundable
- From March 12, 2020: 100% of the total reservation value is non-refundable

Example of cancellation fees calculation

Room night of EUR 100, - cancelled on 80% Cancellation period.

Room rate times percentage (100 x 80% = EUR 80, -)

10 Rooms cancelled is 10 x EUR 80, - = EUR 800, - in cancellation fees.



In case of a no-show, the hotel will guarantee your room until 11:00 the day after your check-in date. After this time, your reservation will be considered cancelled, the hotel can no longer guarantee your stay for the remaining nights and the above mentioned cancellation fees will apply.

Modification policy

All changes to / cancellations on the rooming list must be submitted through MCI's online system or sent in writing to MCI. They may never be communicated directly to the hotel. There will be no additional administration fees for modifications in arrival and departure dates or changes, if submitted through our online system. Manual changes requested to MCI The Netherlands will be subject to an administration fee of EUR 45 per change.

Reference number and Hotel voucher

For your own convenience and to facilitate the reservation procedure, we kindly ask you to take note of your reference number and refer to this number in all correspondence with the Housing Bureau. Please bring the hotel voucher with you, as it will serve as proof of your reservation at the hotel and deposit.

Data Privacy Policy:

The group leader agrees and warrants that:

- a. the personal data have been collected, processed and transferred and will continue to be collected, processed and transferred in accordance with the relevant provisions of the applicable data protection law (and, where applicable, has been notified to the relevant authorities);
- b. the transfer to, and processing by, MCI pursuant to this Agreement is not prohibited by a statutory or contractual duty of confidentiality;
- c. prior to any transfer of personal data, it has informed the data subjects and has complied with any notification and/or registration set forth by the applicable data protection law; in particular, the intended purposes of the collection, processing and transfer of personal data have been communicated to the data subjects;
- d. the data subjects are provided with their right of access, correction, blocking, suppression or deletion as available under applicable data protection law;
- e. it has taken and will take all reasonable measures to verify the correctness of the personal data and ensure that incorrect or incomplete personal data will be corrected, completed or destroyed prior any transfer of such data to MCI;
- f. it will inform MCI of any specific requirement from any data subject or any relevant authority on how personal data should be processed;
- g. it will inform without delay MCI of any request from any data subject or any relevant authority to rectify, update or delete any personal data;
- h. after assessment of the requirements of the applicable data protection law, it will ensure that the security measures are appropriate to protect personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, in particular where the processing or transfer involves the transmission of data over a network, and against all other unlawful forms of processing, and that these measures ensure a level of security appropriate to the risks presented by the processing and the nature of the data to be protected having regard to the state of the art and the cost of their implementation;
- i. it will provide MCI, when so requested, with copies of relevant data protection laws or references to them of the country in which the [group leader] is established.
- j. it will respond to enquiries from data subjects and authorities concerning processing of personal data by MCI;
- k. it will notify within 72 hours delay MCI of any actual, potential or alleged breach of the provision of this Clause;

By confirming a group reservation with MCI for the 25th EHA Congress, The group leader hereby commits with the present Data Protection and Privacy Policy: <https://www.mci-group.com/privacy-statement>



25TH EHA CONGRESS
FRANKFURT, GERMANY
JUNE 11 - 14, 2020

General conditions

Force majeure: MCI and the Hotel will not be held responsible for either the partial or total non-execution of the contract in the event of accident, an act caused by a third party, or in case of major force such as: special measures taken by the government or local authorities, total or partial strike, lockout, fire, threats to public safety including terrorism, war, health hazards, natural disasters, flood, or some other comparable event or disaster which prevents the Hotel from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

Closure of a hotel: Should confirmed hotel(s) close between the date the reservation was confirmed and the start of the event, MCI will do its utmost to offer alternative options to the client. If the client confirms such an alternative option, MCI will not be responsible for any difference in rates. Should the client decline the option and book in another hotel outside of MCI's block, pre-payments made by the client for the closing hotel(s) would be reimbursed by MCI.

Insurance and liability Disclaimer: The congress secretariat (MCI The Netherlands) works as an agent on behalf of EHA. Neither the congress secretariat nor EHA may be held responsible for any loss, injury or damage to any property, whatever the cause may be. Liability of persons and enterprises providing means of transportation or other services, however, remains unaffected.

It is recommended that participants obtain adequate cover for travel, health and accident insurance before they depart from their countries. EHA and the congress secretariat as organizers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the congress participants.