

Terms and Conditions Individual 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 together with your registration to the congress: 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 registration 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 VAT and service charge. City tax is not applicable for business related stays and are therefore not included in these rates. Breakfast is included, unless otherwise mentioned. All taxes are subject to change. Remaining payments and personal accounts are payable directly at the hotel in EUR.

Reservation and Payment

A one-night deposit payment in EUR for the first night must accompany your hotel reservation. Your booking will be confirmed upon receipt of your hotel deposit. This prepaid deposit will be deducted from your final hotel invoice when checking out from the hotel. Remaining payments and personal accounts are payable directly at the hotel in EUR. Upon check-in you will be requested to provide a guarantee by credit card or cash deposit.

Special requirements (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

When paying by credit card, the total amount due is charged in EUR. 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 registration website. Upon completion of the online registration 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. Credit card payments are subject to additional transaction cost which may vary per provider.

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. Reservations not paid by April 22, 2020, will be cancelled.

As from April 30, 2020 only payment per credit card is accepted.

Changes, Cancellations and no-shows

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.

- In the event of cancellation up to April 22, 2020, deposits paid will be refunded less EUR 45 for administrative costs.
- In the event of late cancellations after April 22, 2020, no refunds are possible & MCI The Netherlands will charge the full stay for cancelled reservations, cancelled nights within a reservation or no-shows if the hotel room cannot be resold.

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.

Official Housing Bureau 25th Congress of the EHA

MCI The Netherlands - Schipluidenlaan 4, 1062 HE Amsterdam, the Netherlands
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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.