



## Terms and Conditions

Any enquiries or requests for additional information, modifications and cancellations are to be communicated to MCI Housing Team in writing (by email). This rule applies to hotel reservations; please do not contact the hotel(s) directly.

### General Hotel Policy

MCI acts as an agent for accommodation bookings and ESHRE accepts no responsibility for any recommendations given or any transactions made.

#### Check-in/Check-out Time

Hotel check-in time is 15:00 (16:00 for the Radisson Blu Scandinavia). Should you wish to check-in earlier, extra costs may apply. If arriving after 20:00, please notify MCI Housing Team in advance. Check-out time is 11:00. Should you wish to check-out later, extra costs may apply. Should you be informed of any delay/late check-in or cancellation, please inform MCI as soon as possible.

#### Extras

Potential additional incidentals, such as mini-bar, telephone or additional room-nights are to be settled directly to the hotel by each individual guest when checking out. Upon check-in, the hotel may request a credit card from each client as guarantee for payment of any incidentals as outlined above. The hotel may charge or block an amount on the credit card to cover this guarantee, and each hotel has its own, independent policy.

#### Closure of a hotel

Should any of the mentioned official offered hotel(s) close between the date the contract was signed 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.

### Modification & Cancellation

A handling fee of 300 DKK per reservation will be charged for every registration modification received from Friday 05 June 2020.

### Group Procedure

Upon receipt of your payment, we will send you an email with an internet link giving you direct and personalized access to our group reservation tools. In your personalized area, you will be able to enter the personal details of each of the participants of your group. Names of all participants must be submitted and reservations assigned online before Friday 05 June 2020.

### Hotel Deposit Conditions

#### Individual Hotel Deposit Conditions

**ALL HOTELS (except AC Hotel by Marriott Bella Sky Copenhagen, Crowne Plaza Copenhagen Towers, Cabinn City Hotel, Cabinn Metro Hotel, Cabinn Scandinavia Hotel, Quality Airport Hotel Dan, Marriott Copenhagen)**

For hotel bookings in the above mentioned hotels, a deposit payment covering the first night is required with your reservation. Your booking will be confirmed upon receipt of your hotel deposit. This prepaid deposit will be deducted from your final hotel bill when checking out from the hotel.

#### AC Hotel by Marriott Bella Sky Copenhagen, Crowne Plaza Copenhagen Towers, Marriott Copenhagen

For hotel bookings in the above mentioned hotel(s), a deposit payment covering the full stay is required with your reservation. Your booking will be confirmed upon receipt of your hotel deposit. This prepaid deposit will be deducted from your final hotel bill when checking out from the hotel.

#### Cabinn City Hotel, Cabinn Metro Hotel, Cabinn Scandinavia Hotel, Quality Airport Hotel Dan

For hotel bookings in the above mentioned hotel(s), a deposit payment covering the full stay is required with your reservation. Your booking will be confirmed upon receipt of your hotel deposit. This prepaid deposit will be deducted from your final hotel bill when checking out from the hotel.

For bookings of 2 rooms or more, the full payment is required to confirm your reservation.

#### Groups Hotel Deposit Conditions

60 % of the total amount is due to confirm the reservation  
40 % of the total amount is due before Monday 02 March 2020  
100 % of the total amount is due from Tuesday 03 March 2020

### Hotel Cancellation Conditions

#### Individual Booking Cancellation Conditions

As liquidated damages, cancellation charges are calculated on projected charges (*per hotel, per night, subject to all applicable taxes*). In the event of total or partial cancellation of unused rooms in the block.

**Clarion Hotel Copenhagen Airport, Park Inn by Radisson Copenhagen Airport, Radisson Blu Scandinavia, Scandic Copenhagen, Scandic Falkoner, Scandic Front, Scandic Kobdye, Scandic Palace Hotel, Scandic Sydhavnen, Scandic Webers**

In the event of accommodation cancellation up to Thursday 28 May 2020, no cancellation fees will incur  
From Friday 29 May 2020 to Wednesday 17 June 2020, 50% of one night will be billed  
From Thursday 18 June 2020, one night will be billed - no refund will be possible

**Copenhagen Island, Copenhagen Strand, Imperial Hotel, Phoenix Copenhagen, The Square, Tivoli Hotel, Wakeup Copenhagen Borgergade, Wakeup Copenhagen Carsten Niebuhrsgade**

In the event of accommodation cancellation up to Thursday 28 May 2020, no cancellation fees will incur  
From Friday 29 May 2020, one night will be billed - no refund will be possible

**AC Hotel by Marriott Bella Sky Copenhagen, Crowne Plaza Copenhagen Towers, Marriott Copenhagen**

In the event of accommodation cancellation up to Thursday 28 May 2020, no cancellation fees will incur  
From Friday 29 May 2020 to Wednesday 17 June 2020, one night will be billed  
From Thursday 18 June 2020, full stay will be billed - no refund will be possible

**Cabinn City Hotel, Cabinn Metro Hotel, Cabinn Scandinavia Hotel, Quality Airport Hotel Dan**

The above mentioned hotels are available for individual reservation at the **group conditions** (see next page)

General Hotel Policy

Hotel Deposit Conditions

Hotel Cancellation Conditions

**No-Show (Individual bookings)**

In case of no-show (if you do not check-in on your confirmed arrival date as per your hotel voucher), the hotel will only keep the number of room nights guaranteed during the booking process. For bookings guaranteed for one night only, the remaining nights will automatically be released to the hotel. The hotel will do its utmost to accommodate you should you arrive at the hotel at a later date. For bookings guaranteed for the full stay, the room will be kept for the number of nights booked.

**Group Booking Cancellation Conditions**

As liquidated damages, cancellation charges are calculated on projected charges (*per hotel, per room, per night, subject to all applicable taxes*). In the event of total or partial cancellation of unused rooms in the block:

**Example of cancellation fees calculation**

Group booking of 100 rooms on 5 nights (100 x 5 = 500 roomnights). Room rate is at a price of DKK 100.- per room per night.

Cancellation deadline of 30% of total amount due being non refundable - Group cancelling 10 rooms on 5 nights.

Cancellation fees that will be applied will be: 10 rooms x 5 nights x 30% of DKK 100.- = 50 roomnights x 30.- (30% of DKK 100.-) = DKK 1'500.-

Amount to be refunded: 10 rooms x 5 nights x 70% of DKK 100.- = 50 roomnights x DKK 70.- (70% of DKK 100.-) = DKK 3'500.-

**Cabinn City Hotel, Cabinn Metro Hotel, Cabinn Scandinavia Hotel, Park Inn by Radisson Copenhagen Airport, Radisson Blu Scandinavia**

From confirmation to Tuesday 24 March 2020: 100 % of the total amount due may be cancelled free of charge

From Wednesday 25 March 2020 to Thursday 23 April 2020: 30 % of the total amount due is non refundable

From Friday 24 April 2020 to Saturday 23 May 2020: 55 % of the total amount due is non refundable

From Sunday 24 May 2020: 100 % of the total amount due is non refundable

**Scandic Copenhagen, Scandic Falkoner, Scandic Front, Scandic Kobdøen, Scandic Palace Hotel, Scandic Sydhavnen, Scandic Webers**

From confirmation to Tuesday 24 March 2020: 100 % of the total amount due may be cancelled free of charge

From Wednesday 25 March 2020 to Thursday 23 April 2020: 55 % of the total amount due is non refundable

From Friday 24 April 2020 to Saturday 23 May 2020: 75 % of the total amount due is non refundable

From Sunday 24 May 2020: 100 % of the total amount due is non refundable

**Copenhagen Island, Copenhagen Strand, Imperial Hotel, Phoenix Copenhagen, Quality Airport Hotel Dan, The Square, Tivoli Hotel, Wakeup Copenhagen Borgergade, Wakeup Copenhagen Carsten Niebuhrsgade**

From confirmation to Tuesday 24 March 2020: 100 % of the total amount due may be cancelled free of charge

From Wednesday 25 March 2020 to Thursday 23 April 2020: 55 % of the total amount due is non refundable

From Friday 24 April 2020 to Saturday 23 May 2020: 80 % of the total amount due is non refundable

From Sunday 24 May 2020: 100 % of the total amount due is non refundable

**AC Hotel by Marriott Bella Sky Copenhagen, Crowne Plaza Copenhagen Towers, Marriott Copenhagen**

From confirmation to Tuesday 24 March 2020: 100 % of the total amount due may be cancelled free of charge

From Wednesday 25 March 2020 to Thursday 23 April 2020: 85 % of the total amount due is non refundable

From Friday 24 April 2020: 100 % of the total amount due is non refundable

**Clarion Hotel Copenhagen Airport**

From confirmation to Thursday 23 April 2020: 100 % of the total amount due may be cancelled free of charge

From Friday 24 April 2020 to Saturday 23 May 2020: 55 % of the total amount due is non refundable

From Sunday 24 May 2020: 100 % of the total amount due is non refundable

**No-Show (Group bookings)**

According to MCI's deposit conditions, the full stay must be paid for all reservations prior to each guest's arrivals. In case of no-show, for bookings guaranteed for the full stay, the room will be kept by the hotel. Please note that MCI will not send specific communication regarding the guests who have not checked-in on their confirmed arrival date. Should the group leader wish to receive such information, please contact MCI.

**General Payment Conditions**

All payments are to be made in Danish Krone (DKK). VAT may increase without notice and any such change will be reflected in final rates.

**From Friday 22 May 2020, only payments by credit card will be accepted.**

**Modifications and/or new registrations made on-site** will require immediate payment (by cash or credit card).

An invoice to be settled upon receipt will be issued upon written confirmation. **This invoice will act as a contract, and once issued, the above payment and cancellation conditions will apply.**

Payment of the deposit is requested when booking (Credit Card and/or Bank Transfer). No confirmation letter will be sent until MCI has received the payment.

In accordance with DIRECTIVE 2011/7/EU, late payment interest will be charged in the amount of 8% above the European Central Bank's base reference rate.

**Methods of Payment**

**Credit card:** only Eurocard/MasterCard, Visa and American Express are accepted.

Please note that the merchant name that would appear on your credit card statement would be "MCI Group Satigny CHE".

**Bank transfer:** please make your payment to:

MCI SUISSE SA, 9, Rue du Pré-Bouvier- 1242, Satigny, Geneva, Switzerland

Bank: UBS SA, Rue des Noirettes 35 - CP 2600, 1227 Carouge - Switzerland

Account number DKK: 240-369393.69B

SWIFT: UBSWCHZH80A

IBAN: CH62 0024 0240 369393 69B

**Please indicate the participant's / group's name, identifier and "ESHRE2020" on ALL payments (for example, ESHRE2020-I/XX or G/XX).**

**All costs are to be borne by the ordering customer. Please note that payments made by bank transfer could be subject to fees payable to your local bank.**

**Cheques:** please note that payments by personal cheques are not accepted.

## Data Privacy

### Individual Data Privacy Policy

For further information on how your data will be used, we invite you to carefully read the Data Protection and Privacy Policy:

<https://www.mci-group.com/privacy-statement>

### Group 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;

The group leader hereby commits with the present Data Protection and Privacy Policy:

<https://www.mci-group.com/privacy-statement>

### Data Management for Groups Only

#### **Names of all participants (Housing) must be submitted and reservations assigned online before Friday 05 June 2020.**

The Group Leader hereby commits to manage group registrations and/or hotel reservations using the tools proposed by the official registration bureau. The B-Com portal will be used to respect relevant registration and, if applicable, accommodation deadlines. Access to this tool will be provided upon full payment of deposits required.

Contact information is to be entered in the system including the full coordinates of the participant of the Meeting. No generic agency coordinates will be accepted if reservations are handled by a third party or on the behalf of a sponsor.

Reservations for Housing will then be assigned and updated through the B-Com portal and managed by the Group Leader or its internal representative.

MCI, as the Official Housing Registration and Housing Bureau will not be responsible for entering contacts' coordinates nor assigning services on behalf of the entity hereby engaged in this contract.

**Should the Group Leader or the entity engaged in the present contract choose not to proceed with the proposed online tools, MCI will charge a handling fee of 300 DKK per participant, provided that the full coordinates are supplied.**

## General Conditions

### Insurance, release and waiver of liability

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

ESHRE, MCI, Venue and Hotel(s) are not responsible for either the partial or total non-execution of the contract in the event of accident, natural disaster (either threatened or actual), in war, curtailment or interruption of transportation facilities, threats or acts of terrorism, of transportation facilities, threats or acts of terrorism, governmental travel or terrorism advisory, Strikes, Lock out, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause beyond the parties' control which prevents the Hotel and /or venue from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI. The Organizers may at their entire discretion repay the delegate fee or Service Charge paid by the Delegate or Exhibitor, or part thereof, but shall be under no obligation to repay the whole or part of such Delegate fee or Service Charge, and shall be under no liability to the Delegate or Exhibitor in respect of any actions, claims, losses (including consequential losses), costs or expenses whatsoever which may be brought against or suffered or incurred by the Delegate or Exhibitor, as the result of the happening of any such event.

### Minimum age

Registration and/or admittance to the Meeting shall be limited solely to participants who are 18 years of age or older, due to current health and safety regulations and legislation in effect.

Any registration by anyone who is under 18 is unauthorized and in violation of these Terms and Conditions and will automatically result in the forfeit of their registration. You hereby accept that identification is to be provided to Meeting staff upon request.

By registering to the Meeting or entering the Meeting you represent and warrant that you are 18 years of age or older, and that you agree to and to abide by all of the Terms and Conditions of this Meeting.

### Force majeure

ESHRE, the hotel(s) and MCI are not responsible for either the partial or total non-execution of the contract in the event of accident, an act caused by a third party, such as Acts of God including, without limitation, credible threats of natural disaster in the geographic vicinity, war, curtailment or interruption of transportation facilities, threats or acts of terrorism or similar acts, governmental travel advisory, a governmental elevation of the terrorism alert level, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause comparable events or disaster beyond the parties' control 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.