



Any enquiries or requests for additional information, modifications and cancellations are to be communicated to MCI's Team by email. Please do not contact the hotel directly.

## General hotel policy

Reservations are made on a "first come, first served" basis. In case of room sharing, please send us their names in writing.

Any request to modify or cancel a room reservation must be sent directly to MCI in writing to avoid any misunderstanding.

### **Check-in/Check-out Time:**

Hotel check-in time is between 15:00 and 16:00. Should you wish to check-in earlier, extra costs may apply.

Check-out time is between 11:00 and 12:00. 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 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.

### **Expedia:**

**Other accommodation options via our Partner Expedia may be available online and are subject to different terms and conditions.**

**We invite you to take note of these during your online reservation.**

## Hotel deposit conditions

### **Individual Hotel Deposit Conditions:**

#### **Copenhagen Island - Imperial Hotel - The Square - Tivoli Hotel - Wakeup Copenhagen Borgergade - Scandic Copenhagen - Cabinn Metro Hotel**

For hotel bookings in the above mentioned hotel(s), 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.

#### **Bella Sky**

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.

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

### **Groups Hotel Deposit Conditions:**

10% non refundable deposit upon confirmation

Remaining final amount due before Friday 21 January 2022

## 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.

**Other accommodation options via our Partner Expedia may be available online and are subject to different terms and conditions. We invite you to take note of these during your online reservation.**

#### **Copenhagen Island - Imperial Hotel - The Square - Tivoli Hotel - Wakeup Copenhagen Borgergade**

Until Saturday, 26 February, 100 % of the total amount due may be cancelled free of charge

From Sunday, 27 February, 100% of one room night will be billed

#### **Cabinn Metro Hotel - Scandic Copenhagen**

Until Saturday, 26 February, 100% of the total amount due may be cancelled free of charge

From Sunday, 27 February to Monday, 14 March, 50 % of one room night will be billed

From Tuesday, 15 March, 100% of one room night will be billed

#### **Bella Sky**

Until Tuesday, 22 February, 100% of the total amount due may be cancelled free of charge

From Wednesday, 23 February 100% of all nights will be billed

#### **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 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 ( $100 \times 5 = 500$  roomnights). Room rate is at a price of DKK 1000.- 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:  $10 \text{ rooms} \times 5 \text{ nights} \times 30\% \text{ of DKK } 1000.- = 50 \text{ roomnights} \times 30.- (30\% \text{ of DKK } 1000.-) = \text{DKK } 1'500.-$

Amount to be refunded:  $10 \text{ rooms} \times 5 \text{ nights} \times 70\% \text{ of DKK } 1000.- = 50 \text{ roomnights} \times \text{DKK } 700.- (70\% \text{ of DKK } 1000.-) = \text{DKK } 3'500.-$

#### **Bella Sky Copenhagen & Scandic Copenhagen**

From confirmation to Friday 21 January 2022: 10 % of the total amount due will be retained as administration fees, the rest can be released at no cost.

From Saturday 22 January 2022 to Saturday 05 February 2022: 55 % of the total amount due is non refundable

From Sunday 06 February 2022 to Tuesday 01 March 2022: 80 % of the total amount due is non refundable

From Wednesday 02 March 2022: 100 % of the total amount due is non refundable

#### **Cabinn Metro**

From confirmation to Wednesday 16 February 2022: 10 % of the total amount due will be retained as administration fees, the rest can be released at no cost

From Thursday 17 February 2022 to Saturday 26 February 2022: 55 % of the total amount due is non refundable

From Sunday 27 February 2022 to Tuesday 08 March 2022: 80 % of the total amount due is non refundable

From Wednesday 09 March 2022: 100 % of the total amount due is non refundable

#### **Copenhagen Island - The Square - Wakeup Copenhagen Borgergade**

From confirmation to Wednesday 16 February 2022: 10 % of the total amount due is non refundable

From Thursday 17 February 2022 to Saturday 26 February 2022: 65 % of the total amount due is non refundable

From Sunday 27 February 2022 to Tuesday 08 March 2022: 95 % of the total amount due is non refundable

From Wednesday 09 March 2022: 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. VAT may increase without notice and any such change will be reflected in final rates.

**From Thursday 17 February 2022, only payments by credit card will be accepted.**

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.**

No discount will be provided in case of early settlements.

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".

In some particular cases, payment by credit card may not be available.

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

Beneficiary: MCI SUISSE SA 9 Rue du Pré-Bouvier 1242 Satigny Switzerland  
Bank Name: UBS SA 35 rue des Noirettes 1227 Carouge  
Account No: 240-369393.69B  
IBAN: CH620024024036939369B  
Swift: UBSWCHZH80A

Please indicate the participant's / group's name, identifier and "EHRA 2022" on ALL payments (for example, EHRA 2022-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.

**Refunds will be made after the event according to your payment method.**

## **Group Data Management**

---

Upon receipt of your payment, you will receive by e-mail an internet link giving you direct access to your group portal. You will be able to enter names, allocate your reservations, settle open invoices and download documents.

Through this personalised portal, you will be able to enter your participants' details and assign the services you have purchased such as hotel bookings.

**Names of all participants must be submitted and reservations assigned online before Friday 04 March 2022.**

Any modifications and cancellations are to be communicated to MCI's team by email in order to be validated (please refer to the points «Modification & Cancellation» above to view the charges relating to these operations).

The Group Leader hereby commits to manage group hotel reservations using the tools proposed by the official housing bureau. The reservation system's portal will be used to respect 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 event. 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 reservation system's portal and managed by the group leader or its internal representative.

MCI, as the Official 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 fee of 134 DKK per participant, to import the participants' detail information under the group or a fee of 200 DKK per participant to import the participants' detail information under the group and assign the corresponding services, provided that the full coordinates are supplied.**

## 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>

## 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. MCI as organizer cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the event Congress participants and accompanying persons. Participants are requested to inform themselves and to abide by local work regulations accordingly.

MC and Hotels 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 from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

**Force majeure:**

MCI is 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.