



SMALL GROUP HOTEL RESERVATIONS TERMS AND CONDITIONS

MCI Amsterdam, the official housing partner for the 22nd 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 near the Congress venue IFEMA Feria de Madrid 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 all applicable taxes. 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 full deposit payment must accompany your hotel reservation. Your booking will be confirmed upon receipt of your hotel deposit. The balance and potential additional incidentals, such as mini-bar and telephone, must be paid directly to the hotel upon check-out. Upon check-in your guests 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

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 form. 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. As from May 17th 2017 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 (EHAgroups@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 (per hotel, per night). In case of total or partial cancellation, refunds will be made according to the following schedule (less a 10% handling fee of the total value of the rooms released):

From confirmation to March 31, 2017: 80% of the total reservation value is non-refundable
From April 1, 2017: 100% of the total reservation value is non-refundable

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.

Terms and Conditions

Official Housing Agent 22nd Congress of the EHA - MCI Amsterdam BV - Schipluidenlaan 4, 1062 HE, Amsterdam, the Netherlands - Tel: +31 (0)20 - 570 96 00 E-mail: EHAreistration@mci-group.com



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 before Thursday June 15th, 2017, at 23:59. After this date changes requested from MCI, 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.

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 Amsterdam) 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.

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