

## Terms and Conditions Individual Hotel Reservations



MCI Amsterdam, the official housing partner for the 23<sup>rd</sup> 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 Stockholm 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 SEK 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 SEK.

### Reservation and Payment

A one-night deposit payment in SEK 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 SEK. 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 for registration fees and hotel deposit are 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 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 11<sup>th</sup> 2018 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](mailto: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 26, 2018, deposits will be refunded less SEK 430 for administrative costs. After this date, no refunds will be possible.

In the event of late cancellations after April 26, 2018, MCI Amsterdam will charge the full stay for cancelled reservations, cancelled nights within a reservation or no-shows if the hotel room cannot be resold.

A handling fee of SEK 430 per hotel room will be charged for every hotel modification received after May 14, 2018.

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.

### 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.

Official Housing Agent 23<sup>rd</sup> Congress of the EHA  
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