

Reservation Terms & Conditions for seminars & events

1. Validity

The terms and conditions referred to hereafter apply to the confirmed reservation.

2. Reservation confirmation

Once the present terms and conditions have been signed and returned to us (by mail, email or fax) the reservation is considered as confirmed.

3. Prepayment

Astra Hotel reserves the right to demand part or total payment in advance for all event bookings. Once a deposit has been received the reservation is considered definitive.

4. Number of attendees

The total number of attendees must be confirmed in writing 48 working hours before the event. Thereafter this number may be modified +/- 20% and will be billed accordingly. Should no changes be communicated to us within this timeframe, the amount billed will refer to the number of attendees detailed on your initial booking.

5. Cancellation

In the event of cancellation the following conditions will apply :

- | | |
|---|--------------------------------|
| • 30 days or more before the event start date | Frs. 100.00 administrative fee |
| • 15 – 29 days before the event start date | 50% of total booking cost |
| • 0 – 14 days before the event start date | 100% of total booking cost |

The term 'booking cost' refers to :

Room hire	Daily rate x number of days
Seminar fees	Number of attendees x daily rate x number of days
Residential seminar fees	Number of attendees x (daily rate + room rate) x number of days
Banquet costs	Number of attendees x offer price (meals)
Full catering service	Number of attendees x offer price (meals + equipment hire + personnel)

Cancellations will only be accepted in writing (by mail, email or fax).

6. Overnight stay cancellation

We kindly ask that a final listing of guests is communicated to us at least 10 days prior to your event.

- | | |
|---|------------------------------|
| • Cancellation more than 48 hours prior to event | no charge |
| • Cancellation between 24 and 48 hours prior to the event | 50% of confirmed room price |
| • Cancellation less than 24 hours prior to event | 100% of confirmed room price |

7. Invoicing

For events totalling less than Frs 500.00, we kindly ask that clients pay directly at the hotel reception. By prior arrangement the hotel is able to send an invoice for amounts superior to Frs.200.00.

Invoices should be paid within 10 days and will be sent to the company or person who has confirmed the reservation. Should payment be the responsibility of each individual participant, the organising company will act as guarantor in the event of no-shows. Unless otherwise stated, individual participants will be responsible for paying their own incidental costs at the end of their stay.

8. Price and taxes

All prices include VAT at a rate of 7.7% (3.7% for accommodation). The hotel reserves the right to change the prices detailed in their publicity material.

Local tourist tax amounts to Frs. 4.00 per person per night and is not included in our accommodation prices.

Security

Dependant on the type of event taking place, the Astra Hotel may consider it necessary for the client to hire the services of a professional security company, at his own cost. Any technical material provided by the organiser, or a third-party, must be communicated to our seminar and events team and should be consistent with existing laws and standards.

Damages and theft

Astra Hotel accepts no responsibility for any theft of personal property. The customer (individual or company) accepts full responsibility for any damages caused to hotel property by themselves or their participants. Any repair, replacement or specialist maintenance costs incurred will be billed to the customer.

11. Parking

Parking is possible in the underground car park. Please note that the car park is not supervised and the hotel accepts no responsibility for any theft or damage to vehicles.

12. Cloakroom

The hotel accepts no responsibility for loss or damage to any clothing or personal effects left in the unsupervised cloakroom. This also applies to any item left unsupervised elsewhere in the establishment.

13. Supplementary information

Smoking is not permitted anywhere in the hotel.

Given the inherent dangers present in any establishment, children must always be under the supervision of an adult. The hotel accepts no responsibility for damages or accidents which may occur.

14. Acceptance

The person signing the present contract confirms they have read and accept the terms and conditions relating to their reservation, whether it be in their own name or on behalf of the company they represent.

I confirm that I have read and will adhere to the terms and conditions.

Event date

Organisation / name

Date

Signature
