

## **General terms and conditions for conferences**

These general terms and conditions apply on Conditions the confirmation of the order is attached, or that the parties have in some other way reached an agreement that these general terms and conditions shall apply.

### **1. Definitions etc.**

A conference may be said to exist when conference premises are provided either on their own or together with board and/or food and refreshments.

The principal is the person - whether a company or a legal person - who is liable for payment for the conference.

The company is considered to be the facility supplying the conference.

The value of an order is the agreed price for the whole order, or the sum of the number of delegates involved in the order multiplied by the price per delegate per day, in addition to the price of specially ordered services.

### **2. Ordering**

An order can be made verbally or in writing.

The company shall, in writing or via e-mail, confirm receipt of an order, so that this can be referred to by the principal or the company.

The confirmation should contain detailed specification of the price and what has been ordered, for example, premises, furnishings, equipment, number of delegates, meals and refreshments, hotel rooms, any transport, special equipment, particular wishes, period of access to the premises, cloakroom services etc.

At least two weeks before the conference, the principal shall provide the company with conclusive information about the number of delegates as well as about the requisite hotel and conference space. At the same time, the principal shall submit a conference programme, as well as information about the equipment required for the conference. The programme shall also include details of breaks for food and refreshment. For conferences at which the delegates will be boarding, the principal shall also provide the company with a list of the names of the delegates and their wishes concerning the allocation of rooms.

### **3. Particular wishes on ordering**

If the principal has special wishes as regards such things as smoking, pets or adaptation of fixtures and furnishings for clients with disabilities, these should be raised at the time the order is placed.

### **4. Valuables**

If during the conference a principal wishes to bring highly valuable property, and keep this secure in the company's storage area, luggage room or safe deposit box, the company must be informed of this by the principal. Should said property be stolen or in any other way misappropriated, the company is only liable to pay fifty compensation for its loss if the company has confirmed in writing that it has assumed responsibility for the property.

### **5. Cancellation**

The company shall, in writing or via e-mail, confirm receipt of a cancellation, so that this can be referred to by the principal or the company.

**For cancellations arriving later than four weeks before the start of the conference**, the principal shall pay the company **75 per cent** of the value of the order.

For cancellations arriving later than **two weeks before** the start of the conference, the principal shall pay the company **100 per cent** of the value of the order.

Where conferences are not combined with board and lodging, i.e. day conferences, however, the following applies: cancellation of a **maximum of 10 per cent of the number of delegates** involved in the order can be made up to 11.00 a.m. three working days before the start of the conference, without any charge being made for the cancelled number.

Payment liability upon cancellation shall be adjusted to the extent that the company is able to sell what has been cancelled to another principal.

Should the company suffer special costs, over and above the value of the order, as a result of cancellation, these shall be compensated in fully by the principal. This only applies when the cancellation has been made later than six weeks before the start of the conference, if the parties have not agreed otherwise.

## **6. Payment**

The principal is responsible for all costs arising in accordance with the order. If delegates are to pay for certain items individually, this must be approved by the company.

Should a delegate not turn up for a pre-arranged meal, this shall not entail a reduction in the price.

Payment shall be made according to the agreement. If it has been agreed that payment is to be made against an invoice, the same shall be paid in full no later than **20 days** from the invoice date. Should the settlement period be exceeded, the company has the right to charge penalty interest at the prevailing discount rate +8 per cent from the payment date. Invoicing charges shall also be added.

## **7. Advance payment**

The company can request payment in advance. If the advance payment is not received within the agreed period, the order is not binding for the company.

Upon cancellation, settlement from the advance payment shall be made in the amount that the principal is liable to pay on the grounds of late cancellation. Should any amount of the advance remain thereafter, this amount, less banking charges or equivalent, shall be repaid within 7 days from the cancellation.

Should a legal dispute arise about the principal's payment liability, the company has the right to retain the advance payment, up to the amount under legal dispute, until such time as the Disciplinary Board has resolved the legal dispute.

## **8. Reservation for price changes**

- a) If the cost of what is supplied in accordance with the order increases as a result of an increase in taxes, devaluation decisions by authorities or circumstances comparable therewith, the company

is entitled to increase its prices correspondingly.

The company shall inform the principal of price rises immediately.

- b) If the company wishes to reserve the right to increase its prices for reasons other than those stated above, the company shall, at the time of booking, early state that a change in price may occur.

### 1. Force majeure

Strikes, lockouts, fires, major restrictions on supplies, or other circumstances outside the control of the company, entitle the company to cancel the agreement without having to pay damages.

### 2. Responsibility for property causing of damage

The company has no strict responsibility for property which is kept in hotel rooms or in the conference premises. However, should the company or its employees be shown to have been negligent or careless, or otherwise be shown to be at fault in connection with the loss of property, the company shall be responsible for the lost property.

The company is also responsible for property which is kept in the company's locked storage area, as long as the property is not of particularly high value (see above under **point 3, second paragraph/point 4**).

Other damage caused to the principal by the company's negligence shall be compensated by the company. The principal is however liable for any damage caused to the company by

himself/herself, or by the delegates, because of negligence.

### 3. Legal disputes

To resolve legal disputes or uncertainties relating to conferences, the Disciplinary Board of SHR is at the disposal of both parties free of charge. SHR's corporate members have undertaken to adhere to the decisions of the Disciplinary Board.