



To create the best conditions for your event, there are some things that you have to agree with us at Scandic. Here, we present the fine print in the quick and convenient form of questions and answers.

THE **SMALL PRINT** REGARDING EVENTS AT SCANDIC

When, where and how?

- This information applies to events held at Scandic.
- The person paying for the event is considered as the orderer.
- The confirmation you sign is considered as the original order.
- If you wish to amend the order, you must do so in writing to the hotel, which will always get back to you.
- The arrival date is the day and time when the event starts.
- The value of the order is the total price that you approved in the confirmation.

How do I book an event?

You can book an event verbally or in writing and will always receive a written confirmation from the hotel.

What does the confirmation contain?

The confirmation will state what is included in the event, what everything costs and how many people will attend. The hotel will choose a room to suit the number of participants. You can have a larger room than the one suggested for an extra charge. No later than two weeks before arrival, you must send in a detailed running order, including all the activities, times and menu selections.

When does the number of participants have to be finalised?

If the event includes accommodation, you must give the hotel your final room requirements at least two weeks before arrival.

What do I do about special requirements?

If you wish to order special food, make extra security arrangements or bring a pet with you, inform the hotel as early as possible. If you submit your wishes too close to the event, we may not always be able to meet them.

When and how much can I cancel and change?

The event can be cancelled or changed free of charge if you do so in plenty of time. Different time limits apply depending on the size of your booking and how much you want to change. To make things simple, we use a scale based on the percentage of the order's total value. If you will be having fewer guests than expected, the hotel is entitled to move you to a smaller room, or to add a surcharge.

The latest number of working days that apply when changing an event order:

Value Reduction	1–10 delegates/day	11–50 delegates/day	51–100 delegates/day	101–200 delegates/day	201 delegates and more/day
100%	14 days	30 days	60 days	120 days	180 days
50%	7 days	14 days	30 days	60 days	120 days
25%	3 days	7 days	14 days	30 days	60 days
10%	1 dg	3 days	7 days	14 days	30 days
5%		1 dg	3 days	7 days	14 days

Example: Your order was for 30 people and you wish to reduce this order by half of the remaining value. You will have to do this at least 14 days in advance in order to avoid incurring charges. If you do not meet the deadlines above, the hotel is entitled to the full value of the order, minus the percentage permitted at that point in time.



What happens if I don't turn up?

We will take full payment for no arrival or late arrival, and for early departure, even when the participants book individually. In addition, Scandic is always entitled to full payment for any services, which cannot be cancelled. These include external activities booked on your behalf.

Can I transfer the booking?

You may not transfer your booking or let anyone else use the rooms without the approval of the hotel.

How and when do I pay?

Scandic is entitled to require a deposit and in certain cases full payment in advance. If the agreed deposit is not paid, the hotel is entitled to cancel the event. If you wish to be invoiced, an assessment will be made in line with Scandic's credit policy. The terms of payment are confirmed in the confirmation from each hotel. An invoicing fee is payable unless otherwise agreed. The orderer is responsible for all costs in conjunction with the event, even where participants are paying for part of the order themselves. All prices include VAT.

Can the hotel change the booking?

In the case of a strike, fire, delivery problems or any other event beyond Scandic's control, we are entitled to cancel or change the event, without compensating you for any damages. The hotel may also, at any time, terminate or cancel the event, if it disturbs the rest of the hotel, or if the reputation or safety of the hotel is at risk.

Can the prices be changed?

The hotel is entitled to adjust costs in the order if any changes occur beyond our control, e.g. tax changes. If this were to happen, we would inform you immediately. The hotel is also entitled to raise prices if the order goes into a new year, if this has been specified in the confirmation.

Who is responsible for damage and valuables?

Scandic is not responsible for anything stored or left in event rooms or hotel rooms. The exception is if we have a written agreement (on a special form) or if a team member at Scandic has caused the loss or damage through negligence.

You are responsible for any damage caused by the event participants, booked artists and specialist equipment, with regard to the hotel property and fixtures and fittings. This is also the case if you need cleaning services beyond the ordinary.

Can I send material in advance?

You can send material in advance, if this has been approved by the hotel. We are not responsible for deliveries lost in transit. Everything you bring with you (including packaging) must be removed from the hotel by you immediately after the event. If you leave anything behind, the hotel is entitled to remove it at your risk and cost.

Can I make changes to the room?

You may not change the rooms by adding temporary structures or large signs, unless agreed with the hotel in advance. You are responsible for ensuring that all participants know the relevant rules.

Can I arrange the food myself?

No, the hotel has the exclusive right to serve food and drink during the event. Some hotels may make exceptions. In such a case, they are entitled to make a charge, and the agreement must always be in writing.

Can I film in the hotel?

No, you are not permitted to photograph or video in the hotel without Scandic's permission.

Can I use the hotel name in invitations?

Of course you can. But if you are going to go public, for example with advertisements and signs, the hotel must approve the material first.

If we fail to agree!

If a dispute arises between us which we cannot resolve ourselves, it is to be resolved through arbitration under each country's laws.

Welcome to Scandic!