



CONTRACT TERMS FOR GROUP AND MEETING BOOKINGS

These terms are applicable for all Scandic and Hilton hotels' group-, meeting- and restaurant bookings. To ensure that our group and meeting arrangements can be executed as agreed, the following terms and recommendations must be followed strictly, unless otherwise agreed.

Confirmation and validity of the terms

The booking and its cancellation terms are valid and binding immediately after the subscriber confirms the booking either in writing or over the phone, and the sales office confirms it in writing. The subscriber is responsible for the booking.

The booking confirmation includes the booking details, terms and prices. All changes to the booking must be done in writing or over the phone to the sales office.

The hotel reserves the right to book a meeting room that best suits the number of participants. The meeting booking is valid for the number of participants informed by the subscriber. If the number of participants is essentially changed, the hotel has the right to address a new meeting room for the event, and renegotiate the event's details and prices.

A detailed schedule for the event must be delivered to the hotel two weeks before the event.

The subscriber does not have the right to transfer the booking to a third party without a written agreement from Scandic.

General Terms

Cancellations and changes to bookings can be made without charges based on the latest number of room nights and/or participants confirmed according to the following table:

Reduction of value booking	1-10 persons or room nights	11-20 persons or room nights	21-50 persons or room nights	51-100 persons or room nights	101-200 persons or room nights	over 201 persons or room nights
100 %	7 DAYS	14 DAYS	30 DAYS	60 DAYS	120 DAYS	180 DAYS
50 %	3 DAYS	7 DAYS	14 DAYS	30 DAYS	60 DAYS	120 DAYS
25 %	1 DAYS	3 DAYS	7 DAYS	14 DAYS	30 DAYS	60 DAYS
10 %	n/a	1 DAY	3 DAYS	7 DAYS	14 DAYS	30 DAYS
5 %	n/a	n/a	1 DAY	3 DAYS	7 DAYS	14 DAYS

The hotel will charge full payment in such cases where the subscriber either arrives later or departs earlier than what is confirmed in the agreement, or does not arrive at all. Scandic has the right to full compensation on services that cannot be cancelled. This means for example services ordered from a subcontractor.

Terms on the table

Participant	A participant of a meeting or group booking (number of participants).
Room night	Number of room nights in a group booking. When a booking has 20 rooms for two nights, the number of room nights is 40 (20 rooms x 2 nights).
Reduction of value	The euro-based value of the booking can be a maximum of this many percent from the latest total revenue confirmed by the sales office (the value of hotel rooms and meeting and/or restaurant bookings is calculated separately).

About the cancellation policy

The entire booking is bound with the same cancellation rules. After the last free of charge cancellation date, the booking will stay in the same column of the cancellation table, even if the booking was reduced. In case the number of participants or number of room nights increases, the hotel has the right to apply a larger booking's cancellation terms. If the booking includes both meeting and accommodation, and these two do not fit into the same column, the hotel applies the larger booking's terms to the entire booking.

Examples:

1. You book a 25 person meeting for three days and 25 hotel rooms for 3 nights -> Room nights are a total of 75, so the "51-100" column is applied to the entire booking
2. You book 100 rooms for 4 nights -> Total room nights are 400, so the "over 201" column is applied.

Terms of Payment

The subscriber is responsible for all expenses, unless otherwise agreed in writing. Invoicing is only possible when your company holds a valid invoicing agreement with Scandic Hotels Oy. An invoicing charge will be added to all invoices. Unless the terms of payment are otherwise specified, the client shall pay with cash, a (local) debit card, or a credit card. When paying on departure, please provide us with a credit card number and expiry date in advance. Please note that the hotel is entitled to ask for a full or partial pre-payment. If the time for payment is exceeded, the hotel shall be entitled to charge late payment interest from the due date at the current country-specific norm. If the agreed payment has not been settled by the due date, the hotel has the right to cancel the booking.

Changes to the order

Scandic has the right to cancel or change the booking in case of a strike, lockout, fire, explosion, war or warlike conditions, substantial restrictions on supplies and other circumstances outside Scandic's control. Damages due to such circumstances will not be compensated. The hotel also has a right to stop or cancel an event if it disturbs other operations or in any manner endangers the hotels' safety or reputation.

Rates

The hotel reserves the right to review the prices annually, and also if there is a change to taxes or other public charges assigned by the authorities. In such cases Scandic is obliged to inform the change to the subscriber.

All total prices are estimated to current event information and dates, and are inclusive of value added tax. We reserve the right to change the price in case there is a change to the booking's dates, number of participants, number of meeting or hotel rooms.

The prices are non-commissionable unless otherwise stated.

The subscriber's liability

Scandic is not liable for any items kept in the hotel premises or hotel rooms or that are left there. The subscriber is obliged to protect the rented premises and furniture from any damage. The subscriber is liable for all damages that the subscriber's equipment, personnel, artists or participants cause to the premises or chattel. The subscriber is liable for any equipment and chattel brought to the hotel. The subscriber is pledged to follow the company employees' instructions regarding the use of the premises, furniture and equipment. The subscriber is liable for the booking in its entirety.

Special requests

Special requests – regarding for example special diets or security arrangements – must be informed to the sales office as early on as possible. If special requests are informed too close to the event, we may not be able to fulfil them.

Changes to the hotel facilities

The subscriber has no right to alter the premises, erect or attach temporary compositions, signs or other items without a permission from Scandic.

Food and Beverage

The hotel has exclusive right to provide the catering for the event. The hotel in its entirety is alcohol retail area, and consuming own beverages is prohibited by the Finnish alcohol law.

Delivery of material to the hotel

Any material delivered to the hotel must be reported well in advance. Scandic is not liable for any lost deliveries. All material delivered to the hotel (including package material) must be removed from the hotel after the event. In case any material is left behind, Scandic has the right to remove them at the subscriber's expense.

Photographing and videotaping at the hotel

Taking photos and video recording in the hotel premises without Scandic's consent is prohibited.

Hotel closed or under construction

In the event that after this confirmation is signed, the hotel confirms any plans to remodel or renovate its facilities, the hotel agrees to inform the client in writing within a reasonable amount of time of the following:

- a.Planned scope of project
- b.Schedule for commencement and completion
- c.Anticipated impact project will have on areas to be utilised by the client
- d.The hotel's plan for minimising the impact of the project on the client.

The hotel's plan to renovate or remodel will not constitute grounds for termination of this agreement unless mutually agreed upon by both parties.

Conflict situations

Any dispute, controversy or claim arising out of or in connection with this agreement, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the Rules of the Arbitration Institute of the Helsinki Chamber of Commerce. The arbitral tribunal shall be composed of a sole arbitrator. The place of the arbitration shall be Helsinki. The language to be used in the arbitral proceedings shall be English unless the parties mutually agree this to be Finnish. This agreement shall be governed and construed by Finnish law.

Force Majeure

In the event of war, decisions by the authorities, acts of terrorism, catastrophes, strikes, domestic political disturbances or any other circumstance in Finland beyond the control of the parties that makes it inadvisable, illegal or impossible for the parties to fulfil their obligations pursuant to this confirmation, either party shall be entitled to terminate this confirmation in writing without the obligation to make compensation in any form.