



CANCELLATION PLAN

100+ rooms – 90 days

Notice of cancellation must be given in writing, by either letter or email. Written confirmation of cancellation will be provided by the hotel.

CANCELLATION OF CONTRACTED HOTEL ROOMS

Up until 90 days prior to the event.	100% cancellation of booked rooms can be made.
Between 89 days and 60 days before date of arrival.	Up to 25% of the total originally ordered rooms can be cancelled free of charge.
Between 59 days and 30 days before date of arrival.	Up to 10% of the total originally ordered rooms can be cancelled free of charge.
Between 29 days and 7 days before time of arrival.	Up to 5% of the total originally ordered rooms can be cancelled free of charge.
Between 6 days or less before time of arrival.	The total amount of booked rooms will be charged.

**** Please note that within any time of the 90 days cancellation period, no more than 50% in total of the originally ordered rooms can be cancelled.***

In the event of NO SHOW, the hotel will charge full hotel room price.



PREPAYMENT

The hotel requires full prepayment in advance, for the total amount of the event incl. hotel rooms, unless otherwise agreed. The hotel shall not be bound by any order until prepayment has been made.

Deposit payment equal to 100% of the booked meeting rooms, F&B, hotel rooms and other additional service requests will follow as below:

- 50% deposit due when the cancellation terms begins- that is 90 days prior to event.
- 50% deposit due latest 14 days prior to the arrival.

PRICES AND PAYMENT

All quoted prices are in Danish currency (DKK) incl. VAT. The prices quoted in the booking confirmation are valid only for the event to which that specific booking confirmation relates unless otherwise agreed.

The hotel reserves the right to adjust quoted prices, should event request change compared to original requirements. Changes in the requirements can lead to price changes for both hotel room, meeting space and F&B. The hotel shall promptly inform the client of any price adjustment.

If the hotel's costs for the event rise due to an increase in taxes, government policy or other comparable circumstances, then the hotel is entitled to levy additional charges corresponding to the increased costs. The hotel is not obliged to inform the client should this situation occur.

Individual payments by participants or attendees must be approved by the hotel.

Payment must be made to the hotel according to agreement. In the event of an agreement being made for the hotel to raise an invoice before payment, that invoice must be paid in full within 10 days of its date (or according to agreement).