

## ACCOMMODATION BOOKING – Payment & Cancellation Terms

For any information and/or reservation please contact the Official Housing Partner of the EAN Congress 2019:

AIM Group International – Vienna Office  
Mariannengasse 32, 1090 Vienna, Austria  
Phone: +43 1 402 77 55 0 | E-mail: [hotel@ean.org](mailto:hotel@ean.org)

Rooms at preferential rates have been reserved in Oslo for the period of the congress (incl. pre- and post-nights). All given prices are stated in EURO and include accommodation, breakfast, VAT and city tax.

Please ensure your hotel reservation is made by **18 May 2019**. After this date, room availability is not guaranteed.

### Group Bookings

Bookings for 8 or more rooms are subject to different terms and conditions. Reservations will be allocated on a first come, first serve basis.

If you are interested in receiving a group offer, please send your request to [hotel@ean.org](mailto:hotel@ean.org).

### Individual Bookings

Bookings up to 7 or less rooms have to be made via the [on-line booking form](#).

### Payment Terms

- 1) Pre-payment of the total stay is requested upon confirmation.
- 2) Booked hotel rooms are binding and must be paid in advance.
- 3) Payments can be made by credit card (Visa, Mastercard or American Express) or bank transfer. There will be a handling fee for credit card payments. Any bank charges will be charged to the payer.
- 4) All extras have to be settled directly at the hotel.
- 5) All refunds will be processed after the EAN Congress 2019.

### Cancellation and Alteration Terms

- 1) All booking changes or cancellations must be communicated in writing to [hotel@ean.org](mailto:hotel@ean.org).

- 2) Cancellations (total stay or individual nights) will be charged as follows:
  - ◆ by 25 April 2019:  
EUR 60,00 handling fee
  - ◆ as from 26 April to 17 May 2019:  
One-night penalty
  - ◆ as from 18 May 2019:  
Reservation is charged in full
- 3) Administration fee for name/date/invoice address/further changes are subject to a fee of EUR 25,00 net (before any VAT).

### No-Show Policy

The rooms booked will be available to the participants for the first night of the reservation. In case of no-show reservations will be automatically cancelled, rooms will be reassigned and the hotel will not refund the payment received.

### Liability

- 1) AIM Austria GmbH acts as an agent and cannot be responsible for any loss, injury or damage to any person or property, whatever the cause may be. All participants are responsible for their own travel and health insurance and their visa arrangements.
- 2) All information requested in the registration form is for use in compliance with applicable international privacy protection legislation.
- 3) AIM Austria GmbH acts according to the EAN Terms and Conditions and Privacy Statement as published on the EAN website (<https://www.ean.org/Terms-Privacy.3820.0.html>)
- 4) Only written agreements are valid.
- 5) The Accommodation Management retains the right for any changes deemed necessary.

### Important Notice

There are companies or agencies who incorrectly claim or imply that they are partners of the EAN Congress 2019 and offer housing for the congress in Oslo. Please note that these companies are not authorised to represent EAN in any way, nor do they have access to the officially contracted EAN 2019 room blocks or rates.

The partner for EAN 2019 for registration, travel and accommodation is exclusively the Vienna Office of AIM Group International. Neither EAN nor AIM Group International do not take any responsibility for bookings made via unofficial websites and/or agencies.