

## ACCOMMODATION BOOKING – Payment & Cancellation Terms

For any information and/or reservation please contact the Official Housing Partner of the ECAP11:

AIM Austria

Löwengasse 3, Top 6, 1030 Vienna, Austria

Phone: +43 1 402 77 55 0 | E-mail: [ecap11@aimgroup.eu](mailto:ecap11@aimgroup.eu)

Rooms at preferential rates have been reserved in Vienna 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 **15 June 2023**. After this date, room availability is not guaranteed.

## Individual Bookings

Bookings up to 3 or less rooms have to be made via the [on-line booking form](#).

## Group Bookings

Bookings for 4 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 [ecap11@aimgroup.eu](mailto:ecap11@aimgroup.eu).

## 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, Amex). There will be a handling fee for credit card payments of 2,5% (Visa, Mastercard, 4,5% Amex).
- 4) All extras have to be settled directly at the hotel.
- 5) All refunds will be processed after NetSci2023.

## Cancellation and Alteration Terms

- 1) All booking changes or cancellations must be communicated in writing to [ecap11@aimgroup.eu](mailto:ecap11@aimgroup.eu).

- 2) Cancellations (total stay or individual nights) will be charged as follows:
  - ◆ by 25 May 2023:  
EUR 60,00 handling fee
  - ◆ as from 26 May to 16 May 2023:  
One-night penalty
  - ◆ as from 17 May 2023:  
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) Only written agreements are valid.
- 4) 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 ECAP11 and offer housing for the congress in Vienna. Please note that these companies are not authorised to represent ECAP in any way, nor do they have access to the officially contracted ECAP11 room blocks or rates.

The partner for ECAP11 for registration, travel and accommodation is exclusively the Vienna Office of AIM Austria GmbH. Neither ECAP nor AIM Austria GmbH do not take any responsibility for bookings made via unofficial websites and/or agencies.