

## **INDIVIDUALS ACCOMMODATION CONDITIONS**

### **Payment:**

For hotel bookings, a deposit payment covering the full stay must accompany your reservation. Your booking will be confirmed upon receipt of your hotel deposit. This prepaid deposit will be deducted from your hotel bill when checking out from the hotel. Potential additional incidentals such as mini-bar, telephone etc. must be paid directly to the hotel when checking out.

All payments are to be made in US Dollars (USD). Please indicate the participant's Name and "WCC Congress 2012" on ALL payments.

After 22 February 2012, midnight CET, only payment made by credit card will be accepted.

Group reservations (from 9 rooms) will be handled by MCI Suisse SA with separate contracts. Please contact MCI for further information at: [wcc2012hot@mci-group.com](mailto:wcc2012hot@mci-group.com)

### **Modification & Cancellation on Hotel Booking**

All modification and/or cancellation to hotel reservations must be sent to MCI Suisse S.A. in writing (fax, letter, or email) and not to the hotel to avoid any misunderstanding. Please do not contact the hotel directly.

In the event of cancellation up to **22 February 2012, midnight CET**, deposits will be refunded less USD 100 for administrative costs. After this date, no refunds will be possible. In the event of late cancellations (after **22 February 2012, midnight CET**), MCI reserves the right to retain the full stay for any cancelled rooms, cancelled nights or no-shows if the hotel room cannot be resold.

A handling fee of USD 50 per hotel room will be charged for every hotel modification received after **22 February 2012**.

## **SMALL GROUPS ACCOMMODATION CONDITIONS**

### **Payment:**

100% of the total amount to confirm the reservation.

### **Please note:**

- Final invoice for any additional charges and / or incidentals is to be paid within 10 days upon receipt of the final invoice.
- In accordance with DIRECTIVE 2011/7/EU, late payment interest will be charged in the amount of 8% above the European Central Bank's base reference rate.
- No refund will be made until the end of the congress, after your final balance invoice is issued.

### **Modifications:**

Modifications are to be sent directly to **MCI only** and not to the hotel to avoid any misunderstandings. A handling fee of USD 50.- per hotel room will be charged for every hotel modification manually processed by MCI received after **22 February 2012**.

### **Cancellations:**

Cancellations are to be sent directly to **MCI only** and not to the hotel to avoid any misunderstandings. Cancellations are calculated on projected charges (per hotel, per night). In the event of total or partial cancellation:

- From confirmation to 20 July 2011: 15% of the total amount due is non-refundable.
- From 21 July to 19 October 2011: 55% of the total amount due is non-refundable.
- From 20 October 2011 to 1 February 2012: 85% of the total amount due is non-refundable.
- From 2 February 2012: 100% of total amount due is non-refundable.

## **GENERAL CONDITIONS FOR INDIVIDUALS AND SMALL GROUPS**

### **Force majeure:**

MCI Suisse SA and the Hotel will not be held responsible for either the partial or total non-execution of the contract in the event of accident, an act caused by a third party, or in case of major force such as: special measures taken by the government or local authorities, total or partial strike, lockout, fire, threats to public safety including terrorism, war, health hazards, natural disasters, flood, or some other comparable event or disaster which prevents the Hotel from accommodating the clients of MCI Suisse SA for the event or if for the same reasons the event is cancelled by MCI Suisse SA.

### **Closure of a hotel:**

Should above mentioned offered hotel(s) close between the date the contract was signed and the start of the event, MCI Suisse SA will do its utmost to offer alternative options to the client. If the client confirms such an alternative option, MCI Suisse SA will not be responsible for any difference in rates. Should the client decline the option and book in another hotel outside of MCI's block, pre-payments made by the client for the closing hotel(s) would be reimbursed by MCI Suisse SA.

### **Insurance and liability:**

It is recommended that participants obtain adequate cover for travel, health and accident insurance before they depart from their countries. WHF and MCI SUISSE S.A. as organisers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the congress participants and accompanying persons.