

Terms and Conditions

These terms and conditions are part of the contract supplied to the organiser by *Best Western Premier Harmonie Vienna* for the renting of seminar and/or event rooms as well as catering. Other terms and conditions other than those laid down here are invalid. The organiser agrees to comply with these conditions as well as all relevant trade law regulations and agrees to abide by their conditions.

Option

The services and conditions offered within the option period are binding for both parties. If a fixed booking is not made within this period, then the hotel reserves the right to rent rooms to others without this giving rise to any claims against the hotel on the part of the original organising party

Cancellation policy when booking rooms

Please be aware that you will be charged in full if you fail to cancel your booking before the date of your event/seminar. The following deadlines apply when cancelling a room:

Cancellation up to 4 weeks before date of event reserved: free

Cancellation up to 2 weeks before date of event reserved: 50% of the fee must be paid

Cancellation within 2 weeks of the date of event reserved: The full fee must be paid

Notification of number of participants and catering services cancellation policy

The hotel requires notification of the number of participants at least 3 working days before the event starts. The reservation desk must be given this information and they must confirm it. If the organiser fails to notify the reservation desk in time, then the last information provided by the organiser will be used. If more people take part than agreed, then the organiser will be charged for the actual amount of participants on the day. Please be aware that all persons present (including the seminar organiser and speakers) are also included in the number of participants.

The following terms apply for catering services agreed in advance:

Cancellation up to 4 weeks before date of event: free

Cancellation up to 2 weeks before date of event: 50% of the fee must be paid

Cancellation within 2 weeks of the date of event: The full fee must be paid

The conditions also apply for a possible reduction in the number of participants.

Please be aware that the catering services will be carried out either completely, or partially in the public area of the hotel.

Provision of catering services

The prices provided for catering services are related to the break, buffet or event times agreed in advance. Should a delay, adjustment or extension occur, then the organiser will be charged for the extra personnel costs which occur as a result. Personnel costs are calculated at € 20 euros per extra 30 minutes/employee.

Price

Prices include all taxes, charges and services and apply until changed. Customers will be informed of changes to taxes, charges and services should they occur.

Paying for drinks

If no fixed price has been agreed in advance (e.g. a catering package), then the organiser will be charged the entire bill for all drinks consumed. Participants will not be allowed to pay for their drinks separately.

Food and drink provided by the organiser

Food and drink may only be provided by the organiser upon consultation and agreement with the hotel. The hotel reserves the right to charge a standard amount for this.

Technical maintenance

An in-house technician is available to offer training or provide technical help between 8am and 4pm. If you require help or assistance out of these times then a fee may be charged. If the event or seminar you are organising requires technical work from an external company, then the organiser will be charged by the hotel for any costs that arise from this (including renting the room). Changes to the current technical facilities are not permitted.

Music

The organiser is obliged to contact the hotel in advance if they wish to use music at their event/seminar. The organiser is also responsible for registration with the AKM as well as entertainment taxes. The organiser must provide all documents needed by one week before the event starts at the latest.

Decoration

The organiser is obliged to contact the hotel in advance about their desire to bring decoration material or other types of room decoration and requires the hotel's permission before decorating the room they have rented. The installation and provision of decorations must be carried out by professionals and all fire, health and safety regulations must be met. The event rooms may not be damaged. All costs which arise through the decorating and cleaning of the event room afterwards (as well as room rental costs) must be paid for by the organiser.

Furniture and technical facilities

Please take a look at the furniture list as well as technical facilities available for the room(s) you have reserved. If you require anything else that is not on the list, then we kindly ask you to contact us in advance. Please be aware that any adjustments may result in extra costs.

Room rental and event times

Agreed room rental prices only apply to the rooms reserved and during the times stated, as well for the agreed facilities within the room. The following rental times apply:

Daytime rent:	From	07.30	to	17.30
Evening rent:	From	18.30	to	22.30

A maximum rental time of 4 hours applies to rooms rented for half a day or for an evening, and 9 hours for rooms rented for the whole day. You may only extend your stay with the hotel's permission and costs will apply. You may only use the break-room for free if you have also booked the accompanying catering services. The organiser is obligated to provide the hotel with the times of the event, as well the time planned for breaks in advance.

Liability

The hotel assumes no liability for any loss, theft or damage to personal property that may occur to customers or visitors in the conference area or in the public areas of the hotel.

The event organiser is strictly liable for any damage to hotel equipment, fixtures and fittings that are caused by their guests, participants, employees or representatives. The hotel request applicable insurance details to be provided by the organiser if damage should occur.

Cancellation by the hotel

The hotel reserves the right to cancel the reservation without stating the reason why in the following cases:

The event/seminar endangers the everyday business of the hotel

The reputation and safety of the hotel is at risk

The agreed deposits have not been paid in time

In cases of extreme violence

The organiser has no claim to reimbursement or damages in these cases.

Accounting

Prices include all taxes, charges and services. The invoice will be provided on the day of the event and should also be paid on the same day.

Court of jurisdiction

The court of jurisdiction is Vienna.