



GENERAL TERMS AND CONDITIONS

These general terms and conditions shall apply as a contract for events at ...**company name**. The purpose of the document is to clarify any contract terms in order to ensure the best possible conditions for your event.

1. Introduction

These general terms and conditions will apply to the purchase of services from ...**company name**. An event is defined as a booking of accommodation, meetings/seminars, banquets, and conferences with or without meals at a hotel, for at least 5 rooms or 10 people. Confirmation per e-mail, or a contract signed by both parties, will form the basis of the booking / event. The hotel must be notified in writing of any cancellations or reductions, and this must also be confirmed in writing by the hotel to be considered valid.

2. Validity period

The terms and conditions below apply to all bookings of room and meeting room facilities made by the event organiser in connection with accommodation, courses, meetings, conferences, functions, and similar – hereinafter referred to as events.

3. Participant lists / event details

The hotel shall have received, from the event organiser, all details required for the successful completion of the event, including programme and time schedule, name list for the number of rooms booked, choice of menu, wine, breaks, technical equipment, etc., no later than 14 days prior to the event. If a participant list has not been received at specified above, the hotel will request this in writing. Should a participant list still not be forthcoming, the hotel cannot guarantee room availability for the participants.

4. Cancellation

A cancellation is defined as a full or partial cancellation, a reduction in number of people or the duration of the event, or similar changes to the programme.

All cancellations shall be in writing and be directed to the contact person specified. The cancellation terms below are based on event size / number of rooms / number of people at the time of entering into the contract.



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Reduction	1 – 10 participants	11 – 50 participants	51 – 100 participants
100%	14 days	30 days	60 days
50%	7 days	14 days	30 days
25%	3 days	7 days	14 days
10%	1 days	3 days	7 days
5%		1 day	3 days

The number is the maximum total downward adjustment for the time interval specified. I.e. if a downward adjustment exceeding the reduction percentage in question already has been made, further reductions cannot be made without incurring charge. Example: If a 26% reduction in the booking is made 60 days prior to the event date, no further downward adjustments can be made up until the start of the event without incurring charge.

In the event of no-show, delayed arrival, or early departure, the hotel will be entitled to compensation equivalent to the full price of the confirmed event as booked.

*Any advance/partial payments will be refunded, with the exception of any deposits. Advance payment, and any deposits, shall be specified in the contract, cf. pt. 11.

5. Compensation payment

In the event of cancellation and/or reduction of an event at a later stage than specified in pt. 4 above, the hotel is entitled to compensation equivalent to the full value of the late cancellation, including VAT. The hotel reserves the right to demand full compensation for services that cannot be cancelled, i.e. services from external suppliers booked on behalf of the client.

6. Cancellation of event contract

The hotel reserves the right to cancel an event contract if a part of or the entire event has been resold to a third party without the hotel's consent, or if the event is resold at a price higher than the price specified in the confirmation, unless this has been sold as a package. Such cancellation will not place any obligations on the hotel.

7. Advance payment / part payment / deposit

The hotel reserves the right to ask for up to 100% advance payment for the agreed services, paid to the hotel no later than 14 days prior to arrival.



The hotel may ask for a deposit to be paid at the time of entering into the contract. A deposit is a payment equivalent to 10% of the contract value, paid at the time of entering into the contract. In the event of a cancellation, this amount will not be refunded.

8. Access to hotel rooms

Time of arrival and departure shall be specified in advance. If late arrival has not been arranged (after 16:00), the hotel may cancel the booking. Unless otherwise agreed, rooms will be available from 15:00 on the day of arrival, and check-out is no later than 12:00 on the day of departure. If these times are not adhered to, the event organiser may be charged for an extra night.

9. Rates and payment method

Agreed rates are binding for both parties. Goods and services not included in the contract will be charged according to the current price list. The hotel reserves the right to adjust prices as a result of changes in costs due to increased taxes, charges, or other circumstances beyond the hotel's control. The hotel is obliged to inform the customer of such increases immediately. Rates are adjusted once annually, and this is per 1 January unless otherwise specified in the confirmation. Rates for the current year are specified in the confirmation. A price adjustment of +/- 3% should be expected.

10. Responsibility for outstanding participant invoices:

It is the responsibility of the event organiser / end customer to inform the participants of what is covered by the event organiser and what is to be covered by each individual. Any outstanding participant invoices are the responsibility of the event organiser. If one or more participants choose not to take part in planned events, no reduction in price will be given.

11. Liability for damages, theft, etc.

The hotel accepts no liability for property brought to the hotel. If the property is of particular value, the hotel must be informed. The hotel can only be held responsible for the full loss if the hotel has accepted liability for the valuable property in writing.

12. Force Majeure

For circumstances beyond the hotel's control (industrial action, lockout, fire, lack of deliveries, etc.) prior to or during the event, the hotel is entitled to cancel the booking without any compensation liability. Such cancellation shall be communicated to the event organiser without undue delay.

13. Disputes

Any disputes that arise due to the interpretation or implementation of this contract will be resolved by a Norwegian court of law.