

General Cancellation Conditions

Cancellation should take place in writing and is to be dated. The customer cannot derive any rights from a verbal cancellation. The date on which the written confirmation of the cancellation is received will be considered the definite date of cancellation. The cancellation fee will be based upon the total value of the reservation, as within the most recent confirmation letter of the group, event or conference.

This cancellation clause applies to the following types of cancellations:

- a) When the entire event is cancelled
- b) When cancelling a part of the facilities for the event (e.g. meal, break - out room)
- c) Reduction of the duration of the event as result of which the reservation value is reduced
- d) Reduction in the contracted number of guests
- e) When the entire event is rescheduled to a different date

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Cancellation of hotel bedrooms

- I. Up to 90 days before the arrival date, no charges.
- II. Between 90 and 60 days before the arrival date, 10% of the contracted rooms may be cancelled without any costs. All cancellations above this percentage will be charged at 15% of the cancelled reservation value.
- III. Between 59 and 30 days before the arrival date, 10% of the remaining rooms may be cancelled without any costs. All cancellations above this percentage will be charged at 35% of the cancelled reservation value.
- IV. Between 29 and 14 days before the arrival date, 10% of the remaining rooms may be cancelled without any costs. All cancellations above this percentage will be charged at 60% of the cancelled reservation value.
- V. Between 13 and 8 days before the arrival date, 5% of the remaining rooms may be cancelled without any costs. All cancellations above this percentage will be charged at 85% of the cancelled reservation value.
- VI. All rooms cancelled 7 days or less before the arrival date will be charged at 100% of the cancelled reservation value.
- VII. No shows will be charged at 100% of the cancelled reservation value.

CXL CONGRESS

GENERAL CANCELLATION CONDITIONS

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Hotel rooms

The room block will be held until 8 weeks prior to the first arrival date. On this date the hotel is entitled to take back all the rooms which have not been booked. Delegates who have not booked yet, will be able to book a room for the best available rate, the contracted rate is not valid anymore.

When the pick up of the rooms is less than 50% 3 months prior to the first arrival, the hotel is entitled to reduce the room block.

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No-show

In case of no show or late cancellation the costs will be charged to credit card of the guest.

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Your guests who have reserved a room may cancel it without any charges up to 24h prior to arrival. In case the reservation is cancelled later, the hotel has the right to charge your guest for the total cost of the first night as compensation (taxes included).

Cancellation of catering, DDR and / or room hire

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VII. No shows will be charged at 100% of the cancelled reservation value.

Considering our cancellation policy, we advise you to inform us as soon as possible about any changes in your reservation.

CXL BANQ

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CXL LGR

LEISURE GROUP CONDITIONS

- A group is a minimum of 15 persons and maximum 50 persons arriving and departing together.
- There has to be one general invoice for the hotel rooms
- For leisure groups a maximum of 20% of the total amount can be used for singles. In case a reservation exceeds 20% single rooms different conditions may apply.
- A proposal is not automatically an option
- On the cut off date, rooms which are not booked, are released by the hotel at 17:00 local time and can be resold by the hotel
- The proposal is only valid for the requested number of rooms and nights on the specific date mentioned.
- In case of any amendments on an existing reservation, the hotel retains the right to amend the rate or not to accept the booking.

Rates

The rates mentioned in this agreement are net, non-commissionable, per person, per night, inclusive of breakfast service, tourist tax and VAT. Taxes may be changed due to governmental amendment without prior notice. Leisure group rates are only valid for leisure travelers. Under no circumstances it is allowed to offer these rates for other than leisure purposes. If these terms are not guaranteed NH Hotels has the right to cancel the group contract.

Children

One child up to and including 11 years of age is free of charge on bed and breakfast basis when sharing the room with two adults. For every additional child the adult tariff applies. In case of lunch or dinner reservations a discount of 50% for children up to and including 11 years of age will apply. Baby-cot free, on request.

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Cancellation fees are calculated over agreed total program cost:

Up to 1 month prior to arrival	No cancellation fee (= release date)
Between 1 month & 21 days	10% of the total amount
Between 21 & 14 days	50% of the total amount
Between 14 & 7 days	80% of the total amount
NO SHOW - Cancellation less than 7 days	100% of the total amount

Partial cancellation of rooms and services is only possible upon prior agreement. All cancellations or amendments must be done by writing.

Food & Beverage

A deviation of 5% of the total food & beverage requirements in the initial booking is allowed. Final menu selection and expected number of guests must be submitted 10 days prior to arrival.

Significant changes in the program or in the expected number of guests may result in a change of the applicable charges.

Acceptance

The undersigned agrees to accept financial responsibility for the above arrangements and agrees with the payment conditions stated above. In case one of the above terms and conditions is not adhered to, the hotel retains the right to cancel the booking.

CXL LAST MINUTE

Because of the short term nature of your reservation we kindly ask you to return - within 24 hours - this confirmation signed for your approval. Only when received in time and completed we can secure your reservation. The Uniform Conditions for the Hotel and Catering Industry (UVH) apply to this reservation.

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We ask you to provide us with the following details

- Company name
- Contactperson
- Adress
- Postalcode & city
- Reference or PO-number
- Authorized to sign
- Contactperson on sight
- Publication board

Enclose a clear copy of both sides of the credit card, the signature on the card will be reconfirmed by the signature on this letter.

Credit card number _____

Name Cardholder _____

Expiry date _____

Signature Cardholder _____

Hereby I authorise the @hotels_address@, to authorise and charge my credit card at check-out, in respect of the below charges.

nhow

Please tick the box ☐ above to indicate which charges apply

☐ All charges incurred by the guests during their stay

☐ Rooms, breakfast and taxes only

☐ Guaranteed reservation(s)

☐ All conference / meeting charges incurred

☐ Other charges, namely

THIS AUTHORISATION IS IRREVOCABLE