



## **TERMS OF DELIVERY, CANCELLATION AND PAYMENT**

### **Delivery conditions**

The customer must inform our sales service of the details on which the invoice is based:

- event schedule and meal times
- final number of participants and rooms
- the list of names of the guests and the room layout
- the type of table, equipment and utilities
- any other special requests

For events of 50 or more people, 21 days before the event. 14 days before the start of the event for events for less than 50 people.

For reductions in the number of persons in the group made less than 14 days before the event, a maximum of 10% will be refunded for catering services only. The event will be invoiced based on the number of persons indicated 4 days before the event.

The reservation is valid for the confirmed and scheduled number of participants. In the event of a substantial reduction in the number of participants, the hotel reserves the right to allocate another room to the person making the reservation.

We reserve the right to change prices.

### **Payment conditions**

We accept Visa, Visa Electron, Maestro, Eurocard, MasterCard, American Express and Diners`Club. We charge a surcharge (EUR 7) when paying by invoice. Our payment term is 7 days net. Interest on late payments is 14%.

### **Cancellation policy**

The amount of the charge will be based on the value of the services ordered as follows:

| <b><i>Amount of people</i></b> | <b><i>Free cancellation</i></b>                             | <b><i>50% charge</i></b>                                    | <b><i>100% charge</i></b>                          |
|--------------------------------|---|---|--|
| <b><i>Less than 50</i></b>     | <b><i>Cancellation no later than 30 days in advance</i></b> | <b><i>Cancellation less than 30 days prior</i></b>          | <b><i>Cancellation less than 14 days prior</i></b> |
| <b><i>50 -100</i></b>          | <b><i>Free cancellation</i></b>                             | <b><i>50% charge</i></b>                                    | <b><i>100% charge</i></b>                          |
| <b><i>101 or more</i></b>      | <b><i>Free cancellation</i></b>                             | <b><i>50% charge</i></b>                                    | <b><i>100% charge</i></b>                          |
| <b><i>Less than 50</i></b>     | <b><i>Cancellation no later than 30 days in advance</i></b> | <b><i>Cancellation less than 30 days prior</i></b>          | <b><i>Cancellation less than 14 days prior</i></b> |
| <b><i>50 -100</i></b>          | <b><i>Cancellation no later than 30 days in advance</i></b> | <b><i>Cancellation less than 30 days prior</i></b>          | <b><i>Cancellation less than 21 days prior</i></b> |
| <b><i>101 or more</i></b>      | <b><i>Cancellation no later than 60 days in advance</i></b> | <b><i>Cancellation no later than 60 days in advance</i></b> | <b><i>Cancellation less than 28 days prior</i></b> |

**Prepayment procedure for individuals (in addition to the cancellation conditions above)**

- advance payment to be charged (for the value of the meals, room and accommodation ordered)
- different prepayment procedures may be agreed with the customer by separate agreement

| <b>Booking fee</b><br><b>1500 euros</b> | <b>First charge,</b><br><b>50 %</b>   | <b>Second charge,</b><br><b>50 %</b>     |
|---|---------------------------------------|--|
| <i>During the confirmation</i>          | <i>At least 3 months before event</i> | <i>At least 28 days before the event</i> |

*In the event of cancellation, Tahko Spa Hotel is entitled to retain the full amount of the prepaid deposit.*



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