

## Terms and conditions

### Hotel booking and payment for Aqua Nor 2009

The hotel reservation is subject to full prepayment. Changes of billing address must be given before May 01. After this date the company which made the initial reservation is responsible for settlement. Bookings made later than 1 May must be booked with the correct billing address at the time of booking.

You will be invoiced for the whole stay by mid May, payable within 1 June 2009. Reminders will be charged a fee of NOK 200,-. If payment is not received within 10 June, the reservation may be cancelled without further notice. Cancellation fees will be charged according to rules.

Bookings made after 1 June must be paid in full at the time of reservation to be confirmed. This can be done either by bank transfer (copy of receipt of payment is required) or preferably by secure credit card payment on the internet (Visa, Master-/Eurocard ). Further details can be found on [www.trondheim.cc](http://www.trondheim.cc)

#### Fees for changes and cancellations:

Changes / cancellations before 1 May are free of charge.

Fees for cancellation or shortening of stay made after 1 May 2009:

- Cancellations between 2 May and 5 June, NOK 250,- per room, changes NOK 150,- per room.
- between 6 June and 22 July:
  - shortening of stay NOK 250,- per room
  - Cancellation of room: 40% of reservation, minimum NOK 400,-
- between 23 July and 10 August, 60% of reservation, minimum NOK 500,- per room.
- after 10 August, no refund.

*Note: If the reason for cancellation is covered under the terms of an personal insurance policy, you may be able to reclaim these charges.*

All rates are excluded VAT at 25%.

#### Where to make the changes / cancellations:

**Until 22 July**, all changes and / or cancellations are to be made to VIA Tvete Arrangement. From 23 July onwards, changes and cancellations are to be made directly to the hotel(s) in question. This applies for all locations but two: *private apartments* and *Sivilforsvaret Educational Centre* . Changes concerning these two are to be directed to VIA Tvete Arrangement.

All changes have to be made in writing, by fax or E-mail, received at our office within the given dates.

**Other conditions apply for apartments and for larger group bookings.**