

ACCOMMODATION BOOKING – Payment & Cancellation Terms

For any information and/or reservations please contact the Official Housing Partner of the EAN Congress 2020:

AIM Group International – Vienna Office
Mariannengasse 32, 1090 Vienna, Austria
Phone: +43 1 402 77 55 0 | E-mail: hotel@ean.org

Rooms at preferential rates have been reserved in Paris for the period of the congress (incl. the previous and subsequent night). All given prices are stated in EURO and include accommodation, breakfast and city tax. *The rates are subject to change in case of VAT or city tax changes.*

Please ensure your hotel reservation is made by **11 April 2020**. After this date, room availability cannot be guaranteed.

Group Bookings

Bookings for 8 or more rooms are subject to different terms and conditions. Reservations will be allocated on a first come, first serve basis.

If you are interested in receiving a group offer, please send your request to hotel@ean.org.

Individual Bookings

Bookings up to 7 rooms have to be made via the [online booking form](#).

Payment Terms

- 1) Pre-payment of the total stay is requested upon confirmation.
- 2) Booked hotel rooms are binding and must be paid in advance.
- 3) Payments can be made by credit card (Visa, Mastercard or American Express) or bank transfer. There will be a handling fee for credit card payments. Any bank charges will be charged to the payer.
- 4) All extras have to be settled directly at the hotel.
- 5) All refunds will be processed after the EAN Congress 2020.

Cancellation and Alteration Terms

- 1) All booking changes or cancellations must be communicated in writing to hotel@ean.org.
- 2) Cancellations (total stay or individual nights) will be charged as follows:
 - ♦ by 20 March 2020:
EUR 60,00 handling fee

- ♦ as from 21 March to 10 April 2020:
One-night penalty
 - ♦ as from 11 April 2020:
Reservation is charged in full
- 3) Administration fee for name/date/invoice address/further changes are subject to a fee of EUR 25,00.

No-Show Policy

The booked rooms will be available to the participants for the first night of the reservation. In case of no-show, reservations will automatically be cancelled, rooms will be reassigned and the hotel will not refund the received payment.

Liability

- 1) AIM Austria GmbH acts as an agent and is not responsible for any loss, injury or damage to any person or property, whatever the cause may be. All participants are responsible for their own travel and health insurance and their visa arrangements.
- 2) All information requested in the registration form is used in compliance with applicable international privacy protection legislation.
- 3) With regard to the provided data by the client (third party booking), the client declares to have informed the individual persons that his/her data (surname, last name, arrival & departure date, allergies) is made available to a third party in order to process the hotel accommodation.
- 4) AIM Austria GmbH acts according to the EAN Terms and Conditions and Privacy Statement as published on the EAN website (<https://www.ean.org/Terms-Privacy.3820.0.html>)
- 5) Only written agreements are valid.
- 6) The Accommodation Management retains the right for any changes deemed necessary.

Important Notice

There are companies or agencies who incorrectly claim or imply that they are partners of the EAN Congress 2020 and offer housing for the congress in Paris. Please note that these companies are not authorised to represent EAN in any way, nor do they have access to the officially contracted EAN 2020 room blocks or rates.

The partner for EAN 2020 for registration, travel and accommodation is exclusively the Vienna Office of AIM Group International. Neither EAN nor AIM Group International take any responsibility for bookings made via unofficial websites and/or agencies.