

# ICN 2025 Accommodation booking

## Frequently asked questions

### What's the difference between a single room and a double room?

A single room is for one person only. It includes one bed and one breakfast. Double and twin rooms are for two persons and include two beds (a joint double bed or two separate beds) and two breakfasts.

### Can I request an extra bed in my room and will there be extra costs?

You can request an extra bed, but please note:

- Added costs, if any, are not included in the room rate.
- During booking, please type your request in the *Special Requests box*.

### How do I know my reservation is confirmed?

Upon completion of the booking process, a Thank you -page will appear. You will receive a confirmation e-mail, which will include your reservation details and receipt.

### I have booked a hotel but I did not receive a confirmation by e-mail. What should I do?

Please check your spam/junk folders for the e-mail address you provided upon booking. If you need assistance, please contact us at [icn2025hotels@confedent.fi](mailto:icn2025hotels@confedent.fi)

### Can I book a hotel that allows smoking in the room?

Most hotels in Finland are non-smoking only. During booking, please indicate in the *Special Requests box* that you would prefer a smoking room. Confedent International cannot guarantee this request but will forward your request to the hotel.

### What are the check-in and check-out times?

Check-in: 15:00

Check-out: 12:00

### I will be arriving earlier/departing later than the stated check-in/check-out time. What should I do?

You can request an early check-in/late check-out when making your reservation in *Special Requests*. Please note that the hotel cannot always accommodate these requests and/or may charge extra for early check-in/late check-out. Any additional charges for early check-in/late check-out should be paid to the hotel directly upon check-out.

### If I want to check-out prior to my booked check-out date?

Please contact us at [icn2025hotels@confedent.fi](mailto:icn2025hotels@confedent.fi) and we can help you in cancelling the unnecessary night. Cancelling one or more nights is considered a cancellation and cancellation terms will be applied.

If you change your plans when already in Helsinki, please inform your hotel reception of your earlier check-out. No refunds will be made for the reduced nights.

## **Booking and Cancellation terms**

### **Payment conditions**

All room nights must be paid in advance when booking the room. The payment is to be made by credit card (Visa, MasterCard, Eurocard) via our accommodation booking form.

### **Cancellation and refund policy**

The following cancellation policy applies to all individual bookings:

- \* Cancellation received by 4 March 2025 (17:00 EET): Full refund (handling fee of EUR 50 will be deducted)
- \* Cancellation received by 4 May 2025 (17:00 EET): 50 % of the value of cancellation is refunded. This will also be applied to shortened stays (eg. You cancel 2 nights of a 6 night booking – 1 night fee is refunded).
- \* After 4 May 2025 (17:00 EET): No refunds.

In the event of non-arrival/no show, the hotel may release the reservation unless notified of the delay and the new arrival date. The full payment of the reservation will be charged.

Early departure fee: guests will be charged in full for checking out prior to the departure date confirmed.

All refunds will be processed following the conference and will be paid in EUR. Participants unable to attend may transfer their booking to another person. Name changes should be sent to Confedent International by e-mail at [icn2025hotels@confedent.fi](mailto:icn2025hotels@confedent.fi) latest by 19 May (17:00 EET).

Cancellations and modifications to your booking must be communicated to Confedent International in writing to [icn2025hotels@confedent.fi](mailto:icn2025hotels@confedent.fi)

**Please note that our office hours are Mon-Fri from 09:00 to 17:00 (EET) – if you want to make changes in your hotel booking the weekend before ICN 2025 starts, kindly contact the hotel directly.**