



INDIVIDUAL HOTEL RESERVATIONS TERMS & CONDITIONS

MCI Amsterdam, the official housing partner for the XXIII FESSH Congress has reserved a number of rooms in two hotels that have been carefully selected for your convenience. Both hotels are in the city center of Copenhagen and within proximity of the Tivoli Congress Centre. Reservations can be made online together with your registration to the congress: the reservation section will show real-time availability and the applicable rates.

Make sure to take advantage of these special rates by reserving your room through the online registration process. Congress hotels will not accept direct reservations at these negotiated rates.

Room Rates

All rates quoted are the lowest available for standard rooms during the period of the congress. Deposits are payable in DKK and prices include all applicable taxes. Breakfast is included, unless otherwise mentioned. All taxes are subject to change. Remaining payments and personal accounts are payable directly at the hotel in DKK.

Conditions - Early Bird reservations

Early Bird rates reservation can only be made before March 11, 2018 at 23:59 CEST. To benefit from these rates, a deposit payment for the full stay must accompany your reservation.

In the event of modification, cancellation or no-show of an **Early Bird** booking, any deposits made towards MCI are non-refundable.

Conditions - Flex reservations

For **Flex** reservations, a deposit payment for the full stay must accompany your reservation. In the event of cancellation before May 13, 2018, deposits will be refunded less a DKK 350 administration fee. The difference between the deposit paid and the cancellation charged will be credited back to you. Cancellations taking place after May 13, 2018, including no-shows and early departures, will be charged for the full stay reserved. In case of a no show, the hotel will guarantee your room until 11:00 hrs the day after your check in date. A handling fee of DKK 350 per hotel room will be charged for every hotel modification received after May 21, 2018.

Deposit Payments

The deposit payment can be done during the online registration process. Your booking will be confirmed upon receipt of your hotel deposit. Potential additional costs, such as mini-bar and telephone, must be paid directly to the hotel upon check-out.

Check-In, Check-Out & Special Requirements

Standard check in time at hotels is 15:00 hrs. Check-out time is 12:00 hrs at the Tivoli Hotel and 11:00 hrs at the Wakeup Carsten Niebuhrs Gade. Should you need a guaranteed early arrival (before 15:00 hrs.) or a late departure (after 12:00 hrs at Tivoli Hotel resp. 11:00 hrs at Wakeup Carsten Niebuhrs Gade), an additional night is required to be booked and paid for. Special requirements (such as double room, twin room, smoking room) concerning the hotel rooms will be available upon request, and cannot be guaranteed.



Payment by credit card

The online registration platform is a secured site. VISA, Eurocard/MasterCard and American Express are the only credit cards accepted. Please enter all relevant information on the registration form. Upon completion of the online registration process, you will receive a paid invoice (receipt) by email. Payment via the online form by credit card is highly recommended as your hotel reservation is immediately confirmed.

Additional requests

Any enquiries or requests for additional information, modifications or cancellations to room reservations should be addressed to MCI in writing by email (fessh-registration@mci-group.com). Please do not contact the hotel directly, as they will not accept any changes or cancellations made directly.

Reference number and Hotel voucher

For your own convenience and to facilitate the reservation procedure, we kindly ask you to take note of your reference number and refer to this number in all correspondence with the Housing Bureau. Please bring the hotel voucher with you, as it will serve as proof of your reservation at the hotel and deposit.