

General Terms & Conditions

Radisson BLU Saga Hotel – General terms:

These terms and conditions of agreement apply as a contract for the reservation of rooms and services at Radisson BLU Saga Hotel, henceforth referred to as RDBLU. Our aim is to clarify the contractual situation in order to serve our customers in the best possible way.

1. Validity of agreement

The agreement of the reservation of rooms and/or services is valid as of the date the signed contract is returned. The number of participants, the number of rooms and price of the individual services rendered by RDBLU will be stated on this contract. The organiser assumes legal and financial responsibility for the reserved rooms and services rendered by RDBLU.

2. Prices

The agreed prices are binding for both parties. RDBLU nevertheless reserves the right to make alterations in prices due to increased costs by suppliers, increased taxes or other circumstances beyond the Hotel's control. RDBLU reserves the right to revise the prices accordingly in the case of a cancellation of over 20% of the rooms and/or services reserved.

3. Payment terms

RDBLU reserves the right to request up to 100% pre-payment or a satisfactory guarantee (deposit payment) for reserved rooms and/or services. Advanced payment shall be made, or bank guarantee issued no later than 14 days prior to first arrival date of the participants. Any agreement of invoicing must be made upon reservation. For invoices sent, payment shall be honoured within 20 days. 2 % interest rate per month will be added for delayed payment. In case of commissionable rates, commission is calculated on room rate excluding F&B and 11% VAT. Please note that we do not pay any commission on late cancellation and no shows.

4. Name list / Number of participants

An alphabetic name-list, with room distribution, must be received by RDBLU no later than 28 days prior to the first participant's arrival.

The exact number of participants for meeting and events, inclusive of all details for food services, must be communicated to the hotel no later than 4 days prior to arrival.

5. Availability of rooms / Availability of meeting and event rooms

Reserved rooms will be made available no earlier than 15:00 hrs. RDBLU does not guarantee that rooms shall be ready before this time. Reserved rooms are cancelled at 16:00 hrs unless a suitable guarantee for late arrival is given. Entrance to meeting and event rooms for participants is 30 min. prior meeting.

6. Financial responsibility for the participants

The organiser is obligated to inform each participant of any individual payments that are to be made. It must also be communicated to all participants involved that each participant must check out at the hotel's reception. The organiser is liable to pay individual outstanding bills with RDBLU if the participant(s) fail(s) to check out and settle the balance incurred. The organiser is further liable, should there be an outstanding claim for services rendered not previously described in original agreement.

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7. Liability and insurance

RDBLU does not assume liability for the organisers', or for any third parties, valuables. The organiser is advised to make proper arrangements (insurance) to cover any valuables.

The organiser will be held liable for damages, made on purpose or accidentally, to hotel equipment and property. With the exception of serious negligence by the hotel, RDBLU disclaims any liability for personal injury.

8. Cancellation of rooms and other services agreed

All cancellations or changes must be communicated in writing to RDBLU.

For all cancellations or reductions of **accommodation** the following conditions apply. Without a penalty:
Bookings **up to 200 room nights**:

1. For cancellations received in writing by the HOTEL no later than **Sixty (60) days** prior to arrival **no cancellation fee** and/or charge(s) will be incurred by the Client.
2. For cancellations and/or released rooms received **fifty nine (59) days** prior to arrival and up until **thirty (30) days** prior to arrival, the HOTEL will be entitled to a cancellation fee equal to **fifty percent (50%)** of the entire accommodation sold to the Client.
3. For cancellations and/or released rooms received **twenty nine (29) days** prior to arrival and up until **fourteen (14) days** prior to arrival the HOTEL will be entitled to a cancellation fee equal to **seventy five percent (75%)** of the entire accommodation sold to the Client.
4. For cancellations and/or released rooms received **thirteen (13) days** prior to arrival and up **until arrival day** of the group, the HOTEL will be entitled to a cancellation fee equal to **one hundred percent (100%)** of the entire accommodation sold to the client.

Bookings of **more than 200 room nights**:

5. For cancellations received in writing by the HOTEL no later than **Ninety (90) days** prior to arrival **no cancellation fee** and/or charge(s) will be incurred by the Client.
6. For cancellations and/or released rooms received **Eighty nine (89) days** prior to arrival and up until **sixty (60) days** prior to arrival, the HOTEL will be entitled to a cancellation fee equal to **fifty percent (50%)** of the entire accommodation sold to the Client.
7. For cancellations and/or released rooms received **fifty nine (59) days** prior to arrival and up until **thirty (30) days** prior to arrival the HOTEL will be entitled to a cancellation fee equal to **seventy five percent (75%)** of the entire accommodation sold to the Client.
8. For cancellations and/or released rooms received **twenty nine (29) days** prior to arrival and up **until arrival day** of the group, the HOTEL will be entitled to a cancellation fee equal to **one hundred percent (100%)** of the entire accommodation sold to the client.

For all cancellations or reductions of **meeting & event services**, the following can be cancelled without a penalty:

9. For cancellations received in writing by the HOTEL no later than **Fourteen (14) days** prior to arrival **no cancellation fee** and/or charge(s) will be incurred by the Client.
10. For cancellations and/or released rooms received **thirteen (13) days** prior to arrival and up until **eight (8) days** prior to arrival, the HOTEL will be entitled to a cancellation fee equal to **fifty percent (50%)** of the entire accommodation sold to the Client.

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11. For cancellations and/or released rooms received ***seven (7) days*** prior to arrival and up until **five (5) days** prior to arrival the HOTEL will be entitled to a cancellation fee equal to **seventy five percent (75%)** of the entire accommodation sold to the Client.
12. For cancellations and/or released rooms received **four (4) days** prior to arrival and up **until arrival day** of the group, the HOTEL will be entitled to a cancellation fee equal to **one hundred percent (100%)** of the entire accommodation sold to the client.

Should the group not arrive, and no cancellation of event services/rooms agreed upon be communicated as per agreement, the hotel shall receive full payment according to the agreed services and/or hotel rooms reserved.

9. Force Majeure

Events beyond RDBLU's control, e.g., strike, fire etc, entitles RDBLU to cancel the reservation without compensation for damages to the organiser.

10. Legal venue

The organiser and RDBLU hereby accept the district of Reykjavik as the proper legal venue and that Icelandic law shall apply in all disputes relating to the agreed upon services between the two parties.

11. Privacy Policy

For further information regarding our privacy policy, please read <https://www.radissonhotels.com/en-us/privacy>