

General terms and conditions for conferences and other events

These general terms and conditions apply if they were attached to the confirmation of the booking or if it was otherwise agreed between the parties that these general terms and conditions shall apply.

1. Definitions

An event is when venues are made available with or without food and drink, for example for conferences or as part of group and banqueting room bookings. The client is the person – either an individual or a legal entity – who is liable for payment for the event. CCC refers to the Stockholm City Conference Centre, which supplies the event. The cost of a booking is the agreed price for the whole booking or the sum of the number of participants, multiplied by the agreed price per participant per day, and the price for any special services ordered.

2. Bookings

Bookings may be made verbally or in writing. The supplier will confirm receipt of a booking through an electronic signature or alternatively in writing. It is not until the client has returned the signed confirmation in its entirety (including list of events) that an agreement binding on both parties is deemed to exist.

3. General terms and conditions

- a) The client has access to the venue for the time stated in the booking confirmation. If the client has any special requirements relating to, for example, security arrangements, music/entertainment or pets, these must be stated when the booking is made, so that they are clearly specified in the confirmation.
- b) CCC has the right to move the client's event to another equivalent venue. In that event, the client has no right to compensation. However, CCC will compensate the client if any specific costs are incurred through moving to another venue.
- c) Food and drink must be ordered no later than 30 days before the event takes place. If a menu is ordered, the same menu will apply to the whole party. For allergies and alternative food options, see separate attachment, CCC Alternative food option guidelines.
- d) For increases in orders of food for more than 10 people later than 3 working days before arrival, there will be a 100% surcharge on the produce ordered. Increases may only be made provided that CCC has the capacity and ability to deliver.
- e) Certain equipment is included in the hire price for the venue, see attached. All other technical equipment and conference services are charged in accordance with the current price list or quote.
- f) Exhibition events are subject to specific rules and regulations. The client is responsible for providing information and ensuring that exhibitors comply with CCC's terms and conditions relating to exhibitions.
- g) The client undertakes to comply with requirements established by the authorities and/or CCC not to fill the hired space with more visitors or equipment than the emergency exits and safety regulations allow.
- h) The client is entitled to take pictures and video footage etc. during its event provided this is done during the period in which the client has hired the venue and is for internal use or its own marketing purposes. CCC also has, following special agreement with the client, the right to take pictures and video footage for its own purposes and to publish it in its own marketing.

4. Restaurant service

All service and sales of food, including fruit and drink, are provided by CCC. The client is not entitled to engage another supplier or provide or manage food/drink itself inside the supplier's buildings or on its

property. These rules comply with current legislation relating to food and alcohol and are intended to guarantee high quality and adequate safety for guests.

5. Deposit/Payment in advance

To confirm a booking, CCC reserves the right to ask for a deposit as a booking guarantee which is non-refundable. CCC also reserves the right to carry out credit checks and demand payment in advance of the full cost of the booking. Deposits or advance payment invoices shall be sent after a booking has been confirmed. Advance payment can also be requested between the confirmation date and implementation if CCC deems that reasons for doing so exist. If an advance payment is not made within the prescribed period, the booking will not be binding on CCC.

6. Liability for property

CCC is not liable for property stored in its conference venues and in other general spaces. If CCC or any of its employees have acted carelessly or negligently and thereby caused loss or damage to the client's property or property belonging to participants in the event, CCC is liable to the client for such loss or damage. CCC is liable for property stored in storage rooms locked by CCC. The client must notify CCC if it wishes to store property worth more than half of one base amount in CCC's storage rooms, luggage rooms or safes. CCC is liable for such property only subject to a written agreement. CCC accepts no liability for payment of freight costs for delivered goods.

7. Client's liability for damage

The client is liable for damage that it or participants in its event cause to CCC, regardless of whether such damage was caused deliberately or through carelessness or negligence.

8. Payment terms and conditions

The client is liable for all costs incurred as a result of the booking and the event. Payment must be made as per the agreement. If an agreement has been made on payment against an invoice, the client must pay the full amount within 20 days of the invoice date. If the term for payment is exceeded, CCC has the right to charge 8% interest on delays from the due date. All prices exclude VAT. VAT will be added according to current tax regulations. Conference (rooms, food/non-alcoholic beverages) 25%, dinners, parties (food/non-alcoholic beverages) 12%, alcoholic beverages and services 25%. For more information see: www.skatteverket.se

9. Reservation of the right to change prices

- a) If costs for deliveries in accordance with the booking rise as a result of tax increases, devaluation, decisions by authorities or any comparable circumstances, CCC is entitled to charge a price supplement corresponding to the cost increase.
- b) If CCC wishes to reserve the right to increase prices for reasons other than those stated above, CCC must clearly inform the client when the booking is made that prices may be subject to change.
- c) CCC must inform the client immediately when price supplements are added.



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- e) Any cancellations after this time will be charged at **100%**.

10. Rules for cancellation of conference rooms

For bookings comprising several rooms in different categories, the compensation rules for the largest venue will apply.

The Congress Hall, the Auditorium, the Pillar Hall

- 100% of the venue cost can be cancelled up to 6 months before a booked event, 0% of the venue cost will be charged.
- 75% of the venue cost can be cancelled up to 3 months before a booked event, 25% of the venue cost will be charged.
- 50% of the venue cost can be cancelled up to 1 month before a booked event. 50% of the venue cost will be charged.
- 0% of the venue cost can be cancelled if a booked event is cancelled later than 1 month before the event, 100% will be charged.

Other Conference rooms

100% of the booking cost will be charged for cancellations later than one (1) month before the start of the event.

Exhibition areas

- 100% free of charge for cancellations earlier than one (1) month before the booked event.
- 50% of the booking cost will be charged for cancellations one (1) month before the booked event.
- 100% of the booking cost will be charged for cancellations later than three (3) weeks before the booked event.

11. Rules for cancellation of food and drink

The cancellation period or number of alterations that can be made shall be based on the total cost of the booking at the time of confirmation and how far in advance the cancellation is made.

120 or fewer participants

- 100% free of charge cancellation of the booking cost up to one (1) month before the start of the event.
- 50% of the booking cost will be charged for cancellations up to three (3) weeks before the start of the event.
- 75% of the booking cost will be charged for cancellations up to two (2) weeks before the start of the event.
- 95% of the booking cost will be charged for cancellations up to three (3) working days before the start of the event.
- Any cancellations after this time will be charged at **100%**.

121-499 participants

- 100% free of charge cancellation of the booking cost up to two (2) months before the start of the event.
- 50% of the booking cost will be charged for cancellations up to one (1) month before the start of the event.
- 75% of the booking cost will be charged for cancellations up to three (3) weeks before the start of the event.
- 95% of the booking cost will be charged for cancellations up to two (2) weeks before the start of the event.
- Any cancellations after this time will be charged at **100%**.

500 or more participants

- 100% free of charge cancellation of the booking cost up to three (3) months before the start of the event.
- 50% of the booking cost will be charged for cancellations up to two (2) months before the start of the event.
- 75% of the booking cost will be charged for cancellations up to one (1) month before the start of the event.
- 95% of the booking cost will be charged for cancellations up to two (2) weeks before the start of the event.

12. Rules for cancellation of technical equipment

When altering/cancelling confirmed technical equipment, reductions can be made by the following % of the confirmed booking cost at no charge, no later than the number of working days prior to arrival indicated below:

- 100% free of charge cancellation of the booking cost up to three (3) months before the start of the event.
- 25% of the booking cost will be charged for cancellations up to one (1) month before the start of the event.
- 50% of the booking cost will be charged for cancellations up to two (2) weeks before the start of the event.
- Any cancellations after this time will be charged at 100%.

13. Force majeure

Strikes, lockouts, fire, explosion, war or similar states of war, substantial restrictions in supplies or other circumstances beyond CCC's control give CCC the right to cancel an agreement without any obligation to pay damages.

14. Disputes

For the resolution of disputes or uncertainties relating to conferences and other events, Visita's (professional association for the Swedish hospitality sector) disciplinary board is at the parties' disposal free of charge. Visita's members have undertaken to comply with the decisions of the disciplinary board. CCC is a member of Visita.

These terms and conditions apply from 1 January 2020 until further notice.

