

DoubleTree General Information for AU London guests

Allocation: Sunday 21st June – Wednesday 24th June (x 4 nights)

- All standard rooms are en-suite with shower facility. Complimentary WI-FI.
- Rates are per room/per night inclusive VAT and buffet breakfast.
- Minimum length of 2 nights stay required.

Booking procedures:

- Reservations are due to the hotel by Friday, May 22, 2020
- Guests will need to make the booking online via specific “web link” & code (on AU London/Venue – webpage)
- Name changes to existing reservations will be allowed until the dates of the program.
- All bookings must be guaranteed by valid credit card number.
- All guestroom charges are due the hotel directly by the individual.
- Any amendment must be amended directly by the guests online via the web link, if within the cancellation terms otherwise 100% cancellation charges will apply

Cancellation policy:

- **Individual:** 30 days (Friday, May 22, 2020) prior of the arrival for the whole booking. All reservations, amendments on the length of reservation will be subject to rate change, as rates are average depending on the length of stay.

Agreement

1. Definitions

1. “Company” being the company/agency representative, firm, body or person purchasing the Services.
2. “Services” means the services to be provided by the Hotel to the Company hereunder.
3. “Price” being the charges made by the Hotel to the Company.
4. The Contract will only come into being upon confirmation in writing by the Hotel of the booking made by the Company and the following conditions shall be deemed incorporated into the Contract.
5. The Contract will be subject to the conditions below. All terms and conditions appearing or referred to in the Company’s booking application or otherwise stipulated by the Company shall have no effect, unless agreed by an attached agreement co-signed by authorized signatories on both sides. “Agreement” means the attached group booking agreement and Autodesk Addendum, between Hotel and Client.
6. “Check-in Date” means the first day any Guest is due to check into the Property.
7. “Check-out Date” means the day any Guest is due to check out of the Property.
8. “Client” and “You” mean the organizing body/company that has made the Group Booking.
9. “Contract” means these Terms and Conditions together with the Agreement and, in the event of any inconsistency between them, the Agreement will take precedence.
10. “Hotel” and “We” means DoubleTree by Hilton London Excel.
11. “Group Booking” the booking of a set number of rooms at the Property by the Client, details of which are set out in the Agreement.
12. “Guest” means a person staying in a room at the Property booked by the Client under the Agreement.
13. “Property” means Double Tree by Hilton London Excel
14. “Signed Contract Acceptance Date” the date stipulated in the letter to you enclosing the Contract, as may be varied by the Hotel

2. Charges

1. The Price of the Services is that which is set out in the booking confirmation, issued by the Hotel or otherwise agreed between the Company and the Hotel (as specified regarding of VAT at the current rate).
2. No allowance will be made for rooms, meals or other services not taken. Any additional costs incurred during the booking must be paid for at departure. the Hotel reserves the right to charge interest on the outstanding amount at a rate of interest in accordance with the Late Payment of Commercial Debts (Interest) Act 1998. A credit card will be required to secure any additional items ordered during a Guest's stay.

3.Information

1. If specified meals or meal times are required this must be forwarded to the Hotel 14 days (June 7, 2020) prior to the Date of Arrival.
2. Arrival time at the Hotel must be confirmed 14 days (June 7, 2020) prior to the Date of Arrival (applicable to group bookings)
3. The hotel undertakes the responsibility of advising company above mentioned about any changes occurring in its official category and/ or facilities.
4. Limited Hotel car park is free for resident guests on a first come, first served basis only (spaces are not guaranteed)
5. Check in time is from 3pm onwards and check out time is by 12pm. Early check in or late check outs are subject to availability on the day and cannot be guaranteed prior to arrival/departure date. Late check-out may incur extra charges.
6. Guests have free use of the in-house leisure facilities
7. Business center services are provided by Reception and charges apply.
8. Loyalty card points agreed for the booker with a maximum of 15.000 points for the whole group booking.

4. Cancellation by the Client

1. If the Client has to cancel the Group Booking or any part of it, a cancellation charge will be applied as per cancellation policy agreed at the time of negotiation
2. All cancellation notices must be given in writing (which can be in electronic form) by the Client and will take effect from the date of receipt by the Hotel.
3. All cancellation charges will be based on Guest numbers and rates contracted in the Agreement.

5. Cancellation by the Hotel

1. The Hotel reserves the right to terminate this Contract if:
2. the Hotel or any part of it is closed or damaged due to circumstances beyond it's reasonable control; or
3. the Company becomes unable to pay its debts (in accordance with the provisions of the Insolvency Act 1986) or enters into Liquidation or receivership or administrative receivership or any analogues event occurs in any jurisdiction; or the Company is not abiding with the Contract; or
4. The provision of accommodation to the Company may, in the reasonable opinion of the Hotel, result in damage to the physical structure or reputation of the Hotel the subject of the Contract or the reputation of the Hotel.
5. If any of the circumstances detailed above occur, the Hotel will return the Deposit (if any) to The Company. No other award will be payable by the Hotel in relation to rooms reserved.
6. The Hotel may cancel all or part of the booking if the Property or any part of it is closed due to fire, alteration or re-decoration, by order of any public authority, or through any other reason beyond the Hotel's control.
7. Hotel will promptly notify Autodesk, Inc. of any significant construction or remodeling to be performed in Hotel during the Event. Hotel will endeavor to keep such activity from distracting or interfering with the use of meeting rooms or other facilities to be used during the Event. If it is reasonably anticipated that there will be a significant interference, Hotel will arrange comparable meeting and guest room facilities at a nearby Hotel.

6. General

1. The Hotel reserves the right to pass on to the Company any additional costs as may be authorized by the Company's Representative or caused by the Company (or any party on whose behalf the Company is acting) not adhering to the agreed times for services. Appropriate documentation of these expenses will be provided by the Hotel to the Group.
2. The Contract, its validity and performance shall be subject to English law and the parties hereby submit to the non-exclusive jurisdiction of the English courts.
3. No variation of these conditions shall be effective, unless in writing and signed on behalf of the Hotel and the Company.
4. Should a change of Management and/ or Owner of the hotel occur, it is responsibility of the hotel to secure that the new Management/ Owner of the hotel has fully understood the content of this contract and honors it in full.
5. Please note that it is a legal requirement for all guests to complete the registration card on check in (a private address and signature are the minimum requirements).

6. The Client shall at all times use its best efforts to ensure that: its Guests and any third parties it or they invite(s) to the Property do not cause any damage to the Property; and
7. The conduct of (i) the Client, including its agents and/or sub-contractors, (ii) its Guests and/or (iii) and third parties invited to the Property by or on behalf of the Client or its Guests, is 'appropriate'. Any statement or conduct that (in the Hotel's absolute discretion) is defamatory, racist, obscene, likely to cause or incite any threatening behavior or which may bring the name of the Hotel, the Property and/or IHG into disrepute shall be deemed 'inappropriate'.
8. Any Guest or third party invited by a Guest who causes property damage or whose behavior is deemed inappropriate by the Hotel may be asked to leave and the Client will be liable for any damage caused and for the full amount of the Guest's room and tax charges. Appropriate documentation of these expenses will be provided by the Hotel to the Group.

7. Publicity

1. The Hotel's name/logo can only be used in publicity once proof of any promotional material has been agreed with the hotel in writing.

8. Noise, smoking and party Policies

1. The Hotel wants its guests to enjoy the experience of staying at the Hotel and so reserves the right to ask Guests to keep noise/sound levels at an acceptable level after 10pm and before 8am.
2. The Hotel does not allow parties of any kind in the guest suites and Guests may be asked to leave if reports of unacceptable behavior or excessive noise complaints are received. In such circumstances, the Client acknowledges that it will be liable for the full amount of the room and tax charges and for any damage incurred to the suite(s) or public areas. Appropriate documentation of these expenses will be provided by the Hotel to the Group.
3. Smoking is not allowed in any part of the building and Guests will be charged a 'smoking fee' in respect of any rooms that the management determines have been smoked in.
4. The Client shall ensure that each Guest is aware of the Hotel's noise, smoking and party policies and shall use all reasonable endeavors to procure that each Guest complies with them.
5. The Client will assist the Hotel with the collection of any unpaid smoking fees, room damage charges or room bills incurred by a Guest and indemnifies and shall keep indemnified the Hotel in full and on demand against any such charges. Appropriate documentation of these expenses will be provided by the Hotel to the Group.

9. Special Needs and Accommodation of guest

1. In order to ensure that the Hotel can try to accommodate any special needs of Guests, the Client must communicate such requirements to the Hotel as soon as possible, but no later than the date that it provides the rooming lists. The Hotel will endeavor to accommodate all requests received but will advise the Client if any request cannot be accommodated.