



**Sheraton®**

AMSTERDAM AIRPORT  
HOTEL & CONFERENCE CENTER

**Applicable Conditions Group:**

(Standard Terms and Conditions for the Hotel and Catering Industry)

**Check-in time**

Check-in time is after 3.00 p.m. An “early arrival fee” of 50 Euro will be charged, should guests wish to check in between 04.00 a.m. and 09.00 a.m. This amount will be charged if a room is available. An “early arrival” cannot be guaranteed. We will do our utmost to have the rooms available as soon as possible, if guests arrive between 9.00 a.m. and 3.00 p.m. However they might have to wait. To guarantee a check in before 03.00 p.m. the room can be reserved against the full room rate the night prior to arrival.

**Check-out time**

Check-out time is 12.00 hours (noon). Guest luggage may be held in the luggage storage area until departure.

**Room reservations**

Room reservations are established by this group contract. Reservations can be changed/canceled by client prior to “option date”. If names of guests are not communicated in writing (rooming list) to the hotel 14 working days prior to the first arrival, the corresponding number of rooms will be released for general sales. However, the hotel will, in case of late registration, try to reserve rooms again, subject to space availability and without guarantee of rate. The same conditions and cancellation charges are applicable for all-in Catering Agreements. All catering arrangements are considered as part of the program (all-in horeca agreement).

**Guaranteed no shows**

You hereby guarantee and agree to pay for all no shows and cancellations that occur after your first arrival date. By your execution here of, you agree that such changes will be billed to the master account.

**Cancellation policy of rooms**

Cancellation fees for definite group bookings:

- more than 3 months prior to arrival: no charges
- between 3 and 2 months prior to arrival: 15%
- between 2 and 1 month prior to arrival: 35%
- between 30 and 14 days prior to arrival: 60%
- between 14 and 7 days prior to arrival: 85%
- between 7 and 0 days prior to arrival: 100%

For cancellation of 5% or less of the number of rooms no cancellation fee is charged.



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### **Food & Beverage program reservations**

The final menu selections and expected number of guests must be in the hotels' possession 14 days prior to the function. The final number of guests must be guaranteed in writing by the client to the hotel three working days prior to the function.

### **Cancellation of Food & Beverage program**

Cancellation fees for definite Food & Beverage groups:

- more than 14 days prior to arrival: no charges
- between 14 and 7 days prior to arrival: 25%
- between 7 and 3 days prior to arrival: 50%
- between 3 and 1 days prior to arrival: 75%
- between 1 and 0 days prior to arrival: 100%

### **Cancellation of hall or room rental or Meeting package**

Cancellation fees for definite hall or room reservations:

- more than 3 months prior to arrival: no charges
- between 3 and 2 months prior to arrival: 15%
- between 2 and 1 month prior to arrival: 35%
- between 30 and 14 days prior to arrival: 60%
- between 14 and 7 days prior to arrival: 85%
- between 7 and 0 days prior to arrival: 100%

### **Prices**

Firm prices for food and beverages are established three months prior to the function. All prices for food and beverage are stated in Euros and include VAT and service charge. The prices of the meeting rooms and equipment rental charges are also stated in Euros and are including VAT. All price changes due to governmental regulations will be charged to the client.

### **Payment of invoices**

When payment is settled by invoice after the event, the invoice has to be paid not later than 14 days from the invoice date. All payments must be made in Euros on the bank account of the Sheraton Amsterdam Airport Hotel and Conference Center with ING bank in Amsterdam, attn. Luchthaven Beleggings Maatschappij, account number: 67 18 67 040. In the event of payment after 14 days from the invoice date, the hotel imposes immediately a late payment charge at a rate of 2,0% per month (or part thereof), or the maximum allowed by law on the unpaid balance. The client is liable for all reasonable costs of collection including attorney's fees.

### **Changes in program**

Significant changes in your program or in the expected number of guests may result in a change in applicable rates. Once this contract is signed and returned to the hotel, all changes need to be agreed in writing and signed by the client and the hotel.



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### **Applicable laws and competent court**

To this agreement Dutch law is applicable and the “The Standard Terms and Conditions for the Hotel and Catering Industry” as filed at the “Griffie van de Arrondissementsrecht-bank” in The Hague. All the disputes have to be settled by the competent judge in Amsterdam.

### **Disclaimer**

The hotel shall not be liable to client in damages if it is unable to fulfill its obligations there under due to events beyond its control, including without limitation, fire, flood, natural disaster, casualty, strike, labor unrest, civil disturbance, inability to obtain labor, material or supplies etc. In any such event, the hotel will endeavor to make other suitable arrangements for client’s group.

### **Option**

A function is tentative until the responsible person or authorized representative signs the definite contracts and remits the assigned deposit within the requested time frame. If we do not receive your signed agreement prior to the option date we have the right to contract with another party, without any further notice to you. In case your function is still a tentative booking and we have received a new request, the hotel reserves the right to change the option time to 24 hours, after having notified you. If the hotel does not receive a signed contract within these 24 hours, the hotel has the right to contract with another party. In the event that this agreement is signed in the name of a corporation, association, club or society, the person signing represents to the hotel that he or she has full authority to sign said contract and that in the event the he or she is not so authorized, he or she will be personally liable for the faithful performance of their contract. In arranging guarantees for functions, it is the sole responsibility of the coordinator for any given function to contact the hotel with the specific number of attendees for any food function. The guaranteed number must be received prior to 12 noon Eastern Standard Time at least 3 business days in advance of the function. The hotel will not be responsible for service more than 4% over the guarantee to a maximum of 50 meals. The guarantee is not subject to reduction and is the billing minimum from which charges will be based, plus any guests in excess of that figure according to the final count. The hotel will not permit the affixing of anything on the walls, floors or ceilings of rooms with nails, staples, tape or any other substance. In the event this is done and any damage is suffered, the cost of the repair and/or replacement will be billed to the patron.