



General conditions for conferences and other events

These general conditions apply provided that they are attached to the confirmation of the order or it has been otherwise agreed between the parties that these general terms and conditions shall apply.

1. Definitions

An arrangement is when premises are provided with or without refreshments, for example for conferences, or when ordering groups and party rooms. The client is the person - legal or natural - who is liable for payment for the event. NL refers to Norra Latin, which delivers the event. The value of an order is the agreed price for the entire order or the sum of the number of participants ordered multiplied by the agreed price per participant per day, and the price for specially ordered services.

2. Ordering

Ordering can be done verbally or in writing. The supplier must confirm receipt of an order with a digital signature or in writing. Only when the customer has returned the signed confirmation in its entirety (incl. Event list) is there a binding agreement for both parties.

a) The customer has access to the premises during the time stated in the booking confirmation. If the customer has special requests regarding, for example, security arrangements, music / entertainment, or animals, this must be stated at the time of ordering so that this is clearly stated in the confirmation.

b) NL has the right to move the customer's arrangement to another equivalent premises. In these cases, the customer is not entitled to compensation. On the other hand, NL shall reimburse the customer if special costs arise due to. moved to another room.

c) Ordering of refreshments must be made no later than 30 days before the event. When ordering a menu, one and the same menu applies to the entire party. For allergies and deviating diets, see separate appendix, Guidelines dietary deviations NL.

d) In the event of an increase in the order for consumption by more than 10 people later than 3 working days before arrival, a 100% surcharge will be charged on ordered goods. An increase can be made provided that NL has the capacity and ability to deliver.

e) The price for rented premises includes certain equipment, according to the quote. All other technical equipment and conference services are charged according to the current price list or quote.

f) Specific rules and instructions apply to exhibition activities. It is the client's responsibility to inform and ensure that exhibitors comply with NL's conditions regarding exhibitions.

g) The customer undertakes to comply with the authorities' and / or NL's requirements not to burden rented spaces with more visitors or materials than evacuation routes and safety regulations allow.

h) The customer has the right to photograph, film, etc. during his event, provided that it takes place during the time the customer has rented the premises and that the purpose is for internal use alt. for your own marketing. NL also has, by special agreement with the customer, the right to photograph, as well as film for its own use, and publish in its own marketing.

3. Restaurant service

All serving and sale of food, including fruit and beverages, is provided by NL. The customer does not have the right to hire another supplier or provide or handle food / beverages within the supplier's buildings or land area.

These rules follow current legislation regarding food and alcohol and are intended to guarantee high quality and good safety for guests.

4. Deposit / Prepayment

To confirm the booking, NL reserves the right to request a deposit as a booking guarantee, which is non-refundable. NL also reserves the right to obtain credit information and to request advance payment of the total order value. Deposit or invoice for the advance amount is sent after confirmed booking. Advance payment can also be requested between the confirmation date and the implementation if NL considers that there are reasons. In the event that the advance is not paid within the specified time, the order is not binding on NL.

5. Responsibility for property

NL has no responsibility for property stored in its conference rooms and other public areas. If NL or any of its employees acted negligently or negligently and thereby caused the customer's property or property belonging to participants in the event to be damaged or lost, NL is liable to the customer. NL is responsible for property stored by NL locked storage spaces. If the customer intends to store property worth more than half the basic amount in NL's storage space, luggage room or safe, the customer must inform NL of this. NL is responsible for such property only if NL has undertaken in writing to be responsible for the property. NL does not take responsibility for payment of shipping costs for delivered goods.

6. The customer's liability for damage

The client is responsible for damage that he or she or a participant in the event causes NL, regardless of whether it is done intentionally, through negligence or negligence.

7. Payment terms

The customer is responsible for all costs incurred according to the order and the arrangement. Payment must be made by agreement. If an agreement has been reached on payment against invoice, the customer must pay full payment within 20 days from the date of the invoice. If the payment deadline is exceeded, NL has the right to charge interest on arrears from the due date by 8%. All prices are presented excluding VAT. VAT is added according to current tax rules.

For more information see: www.skatteverket.se

8. Reservation for price changes

a) If costs for delivery according to the order increase as a result of increased taxes, devaluation, authorities' decisions or comparable circumstances, NL is entitled to charge a price supplement corresponding to the cost increase.

b) If NL wishes to make a reservation for price increases for reasons other than those stated above, NL must at the time of booking clearly inform that price changes may occur.

c) NL shall immediately inform the customer when price surcharge takes place.



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9. Cancellation policy conference rooms

For orders that include several rooms in different categories applies to the compensation rules for the largest of the booked premises.

Kongresshallen, Aulan, Pelarsalen

- a) 100% of the room rate can be canceled up to 6 months before booking an event, 0% of the room rate will be charged.
- b) 75% of the room rate can be canceled up to 3 months before booking an event, 25% of the local price will be charged.
- c) 50% of the room rate can be canceled up to 1 month before booking an event. 50% of the local price will be charged.
- d) Cancellation that occurs later than one (1) month before booked event is charged at 100%.

Other Conference Rooms

100% of the value of the order will be charged if canceled later than one (1) month before the start of the event.

Exhibition areas

- a) 100% free cancellation that occurs earlier than one (1) month before booked event.
- b) 50% of the value of the order can be canceled until one (1) month before booking the event. 50% off the value of the order is charged.
- c) Cancellations made later than three (3) weeks before booked event is charged at 100%.

10. Cancellation policy technology

When adjusting / canceling confirmed technology can reduction is made with below % of the order confirmation value free of charge no later than the number of working days before arrival as below:

- a) 100% free cancellation up to three (3) months before the event starts.
- b) 75% of the value of the cancellation can be canceled until one (1) month before the event starts 25% of the value for the cancellation will be charged.
- c) 50% of the value of the cancellation can be canceled up to two (2) weeks before the start of the event. 50% of the value of the cancellation will be charged.
- d) Cancellation that occurs later than two (2) weeks before the start of the event is charged at 100%.

11. Cancellation policy food & drink

Time of cancellation or how much adjustment can be made is based on the total value of the order at the time of confirmation and how long in advance the cancellation is made.

120 participants or less

- a) 100% free cancellation up to one (1) month before the start of the event.
- b) 50% of the value of the cancellation can be canceled free of charge up to three (3) weeks before the start of the event. 50% of the value for the cancellation will be charged.

c) 25% of the value of the cancellation can be canceled free of charge up to two (2) weeks before the start of the event. 75% of the value for the cancellation will be charged.

d) 5% of the value of the cancellation can be canceled free of charge up to three (3) working days before the start of the event. 95% of the value of the cancellation will be charged.

e) Cancellations made later than three (3) days before the start of the event is charged at 100%.

121-499 participants

a) 100% free cancellation up to two (2) months before the start of the event.

b) 50% of the value of the cancellation can be canceled free of charge up to (1) month before the start of the event. 50% off the value of the cancellation will be charged.

c) 25% of the value of the cancellation can be canceled free of charge to three (3) weeks before the start of the event. 75% of the value for the cancellation will be charged.

d) 5% of the value of the cancellation can be canceled free of charge to two (2) weeks before the start of the event. 95% of the value for the cancellation will be charged.

e) Cancellations made later than two (2) weeks before the start of the event is charged at 100%.

500 participants or more

a) 100% free cancellation up to three (3) months before the start of the event.

b) 50% of the value of the cancellation can be canceled free of charge up to two (2) months before the start of the event. 50% off the value of the cancellation will be charged.

c) 25% of the cancellation value can be canceled free of charge up to one (1) months before the start of the event. 75% of the value of the cancellation will be charged.

d) 5% of the value of the cancellation can be canceled free of charge up to two (2) weeks before the start of the event. 95% of the fee for the cancellation will be charged.

e) Cancellation that occurs later than two (2) weeks before the start of the event is charged at 100%.

12. Force majeure

Strikes, lockouts, fires, explosions, wars or similar war conditions, significant restrictions on deliveries or other circumstances beyond NL's control, entitles NL to terminate the agreement without obligation to pay damages.

13. Disputes

To resolve disputes or ambiguities at conferences and other events, Visita's (Swedish Visitors' Industry) Liability Committee is available free of charge to the parties. Visita's member companies have committed to following the responsibility committee's decision. NL is a member of Visita.

These conditions apply from 2020-01-01 and until further notice.