



INDIVIDUAL HOTEL RESERVATIONS TERMS & CONDITIONS

MCI Amsterdam, the official housing partner for the **13th ACM Conference on Recommender Systems (RecSys)** has reserved a number of rooms in 3 different hotels that have been carefully selected for your convenience. These hotels are located near the Conference Venue and close to the City Center of Copenhagen. Reservations can be made online together with your registration to the Conference. The reservation section will show real-time availability and the applicable rates.

Make sure to take advantage of these special rates by reserving your room in advance. Conference hotels will not accept direct reservations at these negotiated rates.

Room Rates

All rates quoted are the lowest available for standard rooms during the period of the Conference. Deposits are payable in DKK and prices include all applicable taxes. Breakfast is included, unless otherwise mentioned. All taxes are subject to change. Remaining payments and personal accounts are payable directly at the hotel in DKK.

Reservation and payment conditions

A one-night deposit payment in DKK for the first night must accompany your hotel reservation. Your booking will be confirmed upon receipt of your hotel deposit. In order to guarantee the booked room, the deposit will need to be received **within 10 days** of your booking. This prepaid deposit will be deducted from your final hotel invoice when checking out from the hotel. Remaining payments and personal accounts are payable directly at the hotel in DKK. Upon check-in, you will be requested to provide a guarantee by credit card or cash deposit.

Special requirements (such as double room, twin room, smoking room) concerning the hotel rooms will be available upon request, and cannot be guaranteed. Standard check in times vary from 14:00 to 16:00 hours and check out times vary from 11:00 to 12:00 hours. Should you need a guaranteed early arrival before check-in times, or a late departure after the check-out time, the previous or following night is to be reserved and paid.

Payment by credit card

When paying by credit card, the total amount due for the hotel deposit is charged in DKK. The online registration platform is a secured site. VISA, Eurocard MasterCard and American Express are the only credit cards accepted. Please enter all relevant information on the registration form. Upon completion of the online registration process, you will receive a paid invoice (receipt) by email. Payment via the online form by credit card is highly recommended as your hotel reservation is immediately confirmed. As from the **1st of September 2019** only payment per credit card is accepted

Changes, Cancellation Conditions and no-shows

Any enquiries or requests for additional information, modifications or cancellations to room reservations should be addressed to MCI by email (RecSys-registration@mci-group.com). Please do not contact the hotel directly, as they will not accept any changes or cancellations made directly.

- Cancellations made before or on the **1st of August 2019** will be fully refunded less **DKK 350** administration costs.
- Cancellations made as of the **2nd of August** are non-refundable. MCI Amsterdam will charge the full stay for cancelled reservations, cancelled nights within a reservation or no-shows.

A handling fee of **DKK 350** per hotel room will be charged for every hotel modification received after the **16th of August 2019**.



In case of a no-show, the hotel will guarantee your room until 11:00 the day after your check-in date. After this time, your reservation will be considered cancelled, the hotel can no longer guarantee your stay for the remaining nights and the above-mentioned cancellation fees will apply.

Reference number and Hotel voucher

For your own convenience and to facilitate the reservation procedure, we kindly ask you to take note of your reference number and refer to this number in all correspondence with the Housing Bureau. Please bring the hotel voucher with you, as it will serve as proof of your reservation at the hotel and deposit.

General conditions

Force majeure: MCI and the Hotel will not be held responsible for either the partial or total non-execution of the contract in the event of accident, an act caused by a third party, or in case of major force such as: special measures taken by the government or local authorities, total or partial strike, lockout, fire, threats to public safety including terrorism, war, health hazards, natural disasters, flood, or some other comparable event or disaster which prevents the Hotel from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

Closure of a hotel: Should confirmed hotel(s) close between the date the reservation was confirmed and the start of the event, MCI will do its utmost to offer alternative options to the client. If the client confirms such an alternative option, MCI will not be responsible for any difference in rates. Should the client decline the option and book in another hotel outside of MCI's block, pre-payments made by the client for the closing hotel(s) would be reimbursed by MCI.

Insurance and liability Disclaimer: The Conference Secretariat (MCI Amsterdam) works as an agent on behalf of RecSys 2019. Neither the Conference secretariat nor RecSys 2019 may be held responsible for any loss, injury or damage to any property, whatever the cause may be. Liability of persons and enterprises providing means of transportation or other services, however, remains unaffected.

It is recommended that participants obtain adequate cover for travel, health and accident insurance before they depart from their countries. RecSys and the Conference secretariat as organizers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the Conference participants.