



Hotel Accommodation

As official housing partner for the International Forum on Quality and Safety in Healthcare, MCI the Netherlands has reserved a number of rooms in several hotels, carefully selected to serve your convenience. Down below, you will find six hotels, all located in Copenhagen, with a good connection either by foot or public transport. Reservations for all hotels can be made online. In addition, real-time availability and applicable rates of the hotels are shown online.

	Hotel Name	Category	Room Rates From (Including Breakfast and taxes) <i>*pre and post nights availability and rate upon request</i>	Distance to Congress Venue
1	AC Hotel Bella Sky Copenhagen	4	DKK 1225	1 minute - Walking Distance
2	Crowne Plaza Copenhagen Towers	4	DKK 1495	20 minutes - Walking Distance 13 minutes – Public Transportation
3	Cabinn Metro	Non- Classified	DKK 650	11 minutes – Walking Distance
4	Copenhagen Marriott Hotel	5	DKK 1790	28 minutes - Public Transportation
5	Copenhagen Strand	4-Plus	DKK 1575	23 minutes - Public Transportation
6	Wakeup Borgergade	2-Plus	DKK 850	21 minutes - Public Transportation

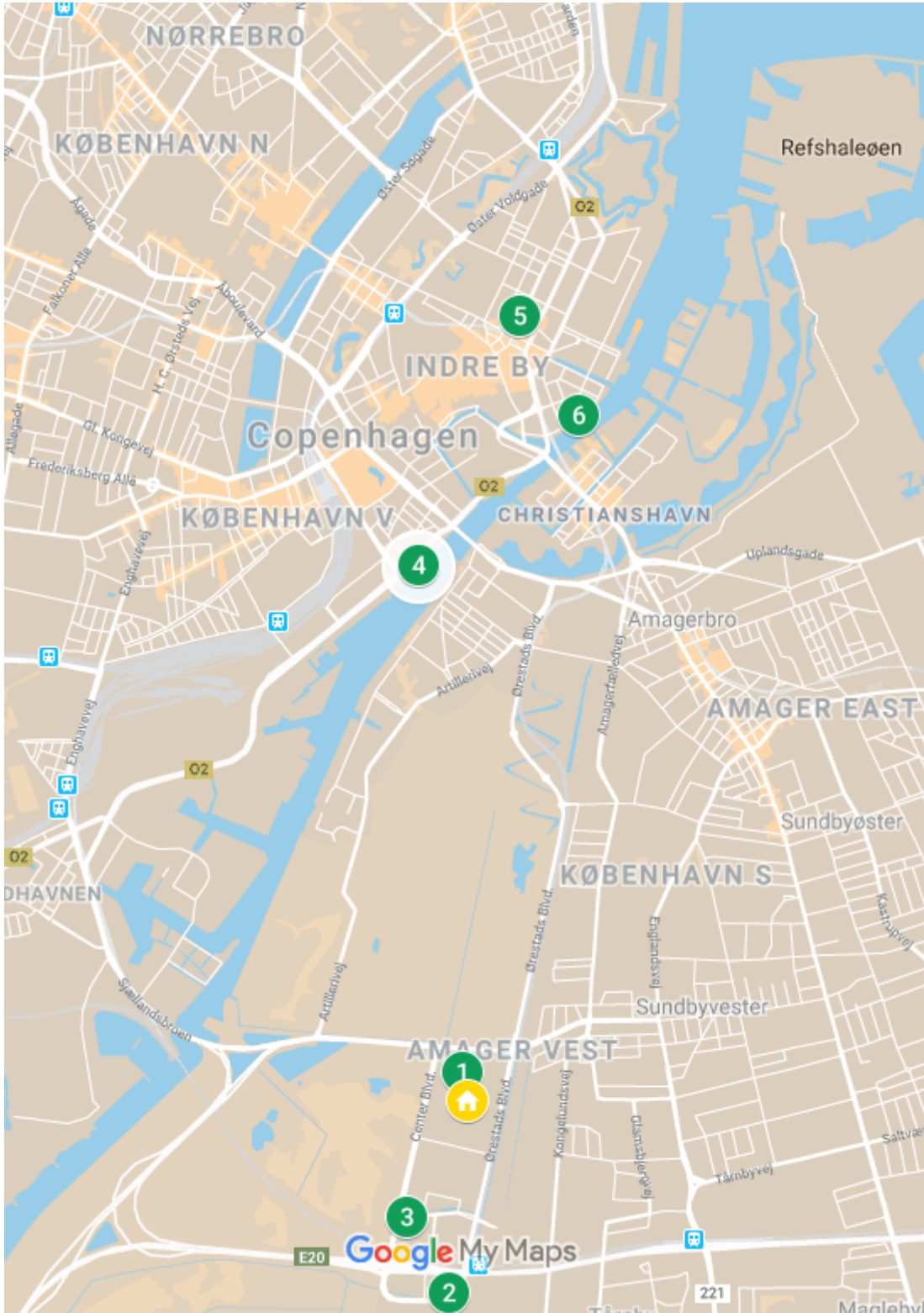


International Forum on
QUALITY & SAFETY
in HEALTHCARE 25
YEARS

28 - 30 April 2020
Copenhagen

H Institute for
Healthcare
Improvement

BMJ



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Hotel Booking Conditions (Large Groups)

Room Rates

All rates quoted are the lowest available for standard rooms during the period of the congress. Deposits are payable in DKK and prices all 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.

Special requirements (as double room, twin room, smoking room) concerning the hotel rooms will be available upon request and cannot be guaranteed.

Standard check in time at hotels is 15:00 hrs. Check-out time is 11:00 hrs. Should you need a guaranteed early arrival (before 15:00 hrs) or a late departure (after 11:00 hrs.), an additional night is required to be booked and paid for.

Conditions Large Groups - Early Bird reservations

Early Bird rates reservation can only be made before **February 7th, 2020, 23.59 CEST**. To benefit from these rates, the following deposit payment schedule has been made:

- 50% of total amount to confirm reservation
- 50% of the total reservation value before **January 10th, 2020**
- 100% of the total reservation value must therefore have been paid by **January 10th, 2020**

Conditions Large Groups - Flex reservations

A deposit payment in DKK for the full stay must accompany your hotel reservation. To benefit from these rates, the following deposit payment schedule has been made:

- 15% of total amount to confirm reservation
- 35% of the total reservation value before **December 31st, 2019**
- 50% of the total reservation value before **January 30th, 2020**
- 100% of the total reservation value must therefore have been paid by **January 30th, 2020**

Payment by bank transfer is strongly recommended. All other payment methods are subject to a 4% service fee excluding applicable VAT. As from **April 1st, 2020** only payment per credit card is accepted.

Master Account and Credit Card Guarantee

It is understood that Client commits itself to pay the room (night)s stated in this contract. Hereto the Client will provide a credit card guarantee by completing the Credit Card Guarantee form attached to this contract. MCI will have the right to charge the amount, including a 4% service (excluding applicable VAT) for all payment methods other than bank transfer, if payments are not received within the stated deadlines, and will notify Client in case MCI intends to make use of this right.

If more rooms or an extension of a reservation are requested after this contract has been signed, these reservations will be subject to availability. Once this extra reservation request is honoured by MCI, a pro forma invoice will be issued, which will act as an addendum to this contract: once issued, conditions will apply as stated in this contract.



Non fulfilment of payment

Should we not receive the proof of payment on time, we will charge the credit card for the corresponding amount due (plus a 4% service fee, excluding applicable VAT) and as per general conditions. Failure to pay the required deposit(s) within the set deadlines of the payment schedule may result in the full cancellation of your reservation, with no refund of monies already paid. MCI will then invoice the corresponding percentage according to cancellation policy, by way of cancellation penalty. Please note that should you be eligible for a refund that these will be paid out after the congress. A finance charge of 1.5% per month will be applied to outstanding accounts beyond 30 days.

Changes, Cancellation and no-shows

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

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.

Cancellations Large Groups - Early Bird reservations

In the event of modification, cancellation or no-show of an **Early Bird** booking, any deposits made towards MCI are non-refundable.

Cancellations Large Groups – Flex Rate reservations

Cancellations are calculated on projected charges. In case of total or partial cancellation, refunds will be made according to the following schedule:

- From confirmation up to **December 31st, 2019**: 35% of the cancelled reservation value is non-refundable
- From **December 31st to January 30th, 2020**: 65% of the cancelled reservation value is non-refundable
- As of **January 30th, 2020**: 100% of the cancelled reservation value is non-refundable

Example of cancellation fees calculation

Room night of €100, - cancelled on 35% Cancellation period.

Room rate times percentage (100 x 35% = €35, -)

10 Rooms cancelled is 10 x €35, - = €350, - in cancellation fees.

In line with the cancellation conditions, there will be no reimbursements for 'no show' guests.

In case of a no show, the hotel will guarantee your room until 11:00 hrs the day after your check in date. Changes requested to MCI Amsterdam after **March 30th, 2020** will be subject to an administration fee of **DKK 350** per change.

Registration number and Hotel voucher

For your own convenience and to facilitate the reservation procedure, we kindly ask you to take note of your registration 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.