



## Terms and Conditions

To finalize your hotel reservation, please make sure you check off the "I have read and understood the terms and conditions" below to complete your booking and receive your confirmation email.

**Full payment for accommodation will be made onsite at the hotel desk upon your arrival.**

### **Reservation Deadline (May 4<sup>th</sup>, 2018)**

Reservations must be received by May 4, 2018. The housing bureau will continue to assist participants in finding a room up until the congress at the best conditions possible.

### **Reservation Guarantee**

A credit card is required to book and guarantee the reservation. Reservations booked without a credit card will not be processed.

### **Early Departure**

An early departure fee may apply based on the individual hotel policy. It is recommended to reconfirm your departure date upon arrival.

### **Changes**

All hotel reservation changes must be sent to JPdL International – ICLEI World Congress 2018 housing bureau in writing at [ICLEI2018service@jpd.com](mailto:ICLEI2018service@jpd.com)

### **Cancellation Policy**

Reservations may be cancelled without penalty until May 4, 2018. All cancellations must be sent to the JPdL International – ICLEI World Congress 2018 housing bureau in writing no later than May 4, 2018. If you do not cancel your reservation in writing in advance, the cost of the room will be charged in full by the hotel on the credit card on file.

After May 4, 2018, a one night's room and tax deposit could be charged on the credit card on file.

### **No shows (non cancelled rooms)**

If you do not cancel your reservation in writing in advance, the cost of the room will be charged in full by the hotel on the credit card on file.

### **Rates - Important notices**

Rates are quoted in Canadian Dollars and are subject to all applicable taxes. The following taxes are not included in the room rate and are subject to change without notice (on a per room, per night basis): 3.50 % Lodging tax, 5.00 % Federal goods and services tax, 9.975% Provincial sales tax.

Rates are applicable 3 days prior and 3 days after the congress, subject to availability.

From May 4, 2018, room rates and room block will be based upon availabilities.

Your credit card may be charged if:

- You do not check in at the hotel on the scheduled arrival day (no show)
- You shorten your scheduled departure after checking-in
- You do not cancel your reservation within the set cancellation policy