

general business conditions for Groups and MICE Business

1) payment the following prepayments are required:

10% of the estimated total costs: after confirmation of order – NON REFUNDABLE

50% of the estimated total costs: 3 months before the event

30% of the estimated total costs: 1 month before the event

10% balance: immediately after receipt of invoice

in case of delay of payment, default interest at a rate of 10% and additional administrative charges of € 40,-- mature.

2) cancellation conditions

after written confirmation of order:

up to 3 month before the event reduction: 25% of the number agreed upon without penalties
more than 25% of the number agreed upon: 20% of the total estimated costs.
cancellation: 25% of the total estimated costs

up to 2 month before the event: reduction: 15% of the number agreed upon without penalties
more than 15% of the number agreed upon: 45% of the total estimated costs.
cancellation: 50% of the total estimated costs

up to 1 month before the event: reduction: 10% of the number agreed upon without penalties
more than 10% of the number agreed upon: 50% of the total estimated costs.
cancellation: 75% of the total estimated costs

up to 2 weeks before the event: reduction: 5% of the number agreed upon without penalties
more than 5% of the number agreed upon: 75% of the total estimated costs.
cancellation: 100% of the total estimated costs

for hotel bookings: Mentioned conditions will be adjusted to individual hotel contracts. We will give you detailed conditions as soon as the hotel is chosen!

3) restaurants and programs a confirmation of the number of participants, which is binding on invoice, should be send to Imperial Connection until at least 7 days prior the event (if restaurants/venues require earlier statements, we will mention it in the contract!) – max 5% increase or decrease of contractual number of participants!

4) extra charge any extra charges during the event can be invoiced via Imperial Connection Beck OG but will be charged with a handling fee of 15% of the total (if it is a restaurant booking we will add also +10% tip on the total invoice)

5) reservation of proprietary rights in case of delivery of goods (gifts, advertising material,...) by imperial connection beck OG, these items remain in the property of imperial connection beck OG until full payment has been effect.

6) court of jurisdiction court of jurisdiction shall be wiener neustadt, austrian law is applicable.

7) used picture material please note that we have no rights to the used picture material. the pictures are used to give a first impression and are suitable only for internal purposes.

Please note that we have no rights to the used picture material. The pictures are used to give a first impression and are suitable only for internal purposes.

Additional booking conditions for FITs and small groups (up to 20 guests):

- *all prices are stated in Euro, based on the requested number of guests - in case of reduction of numbers, rates might change
- * all VAT and taxes are included as known up to date - in case of change of taxes or VAT, we have the right to change the amounts accordingly
- * no options have been taken - all services offered are subject to availability!
- * vans can seat up to 6 guests in the back (2 rows for 3 guests each) and it holds max 1 piece of hand luggage sized trolleys pp
- * For lunch/dinner bookings with pre-ordered menus for groups of less than 15 guests we need to charge a fee of Euro 5,00 per person on top of the menu rates.
- * For table reservations only, we need to charge a booking fee of Euro 50,00 per lunch/dinner
- * For a la carte meals, we charge upon consumption + 10% gratuity + 15% handling fee – for all other services we should take over on the total bill we will charge the total services + 15% handling fee
- * for changes after confirmation, we will charge Euro 15,00 per change.
- * confirmed services can only be cancelled/changed until 2 weeks/10 working days* prior to arrival. Except otherwise stated and tickets for concerts/performances - these cannot be cancelled or changed after confirmation (and immediate payment needed!)
- * 10% of the estimated revenue will be charged upon confirmation as non-refundable deposit.
- * full prepayment is needed until 6 weeks prior to arrival. Payment needs to be done free of charge to receiver. In case of payment by credit card we need to charge a 2% handling fee.
- * in case of "upon consumption" services, which need to be charged after the journey, a credit card needs to be given as guarantee!
- * for groups with 10 guests we charge +20% management fee
for groups between 11 and 20 guests we charge +10% management fee
- ** Working days in Austria are Monday - Friday!

changing in conditions have to be discussed, and noted in writing, with imperial connection beck OG

Please note that we have no rights to the used picture material. The pictures are used to give a first impression and are suitable only for internal purposes.