

Specific Purchasing Conditions for Hotel, Conference Room and Similar Bookings (SPC Hotel)

1 General regulations

The following Specific Purchasing Conditions (SPC Hotel) supplement the General Terms and Conditions of Purchase of ista SE or ista Customer Service GmbH (hereinafter referred to as "ista") and apply to all services provided to ista by the contractor (hereinafter referred to as "business partner") in the category of hotel bookings, conference room bookings and similar bookings. Any General Terms and Conditions of the business partner deviating herefrom shall not apply.

2 Provision of booked rooms

If rooms are booked, they will be available from 3:00 PM on the arrival date to 11:00 AM on the departure date.

3 Content of services "Conference flat rates")

3.1 Conference flat rates "Half conference flat rate" includes:

- 1 seminar room according to the binding number of participants indicated by ista
- Standard conference technology consisting of 1 projector, 1 flip chart incl. flip chart block, 3 bulletin boards covered, 1 screen, 1 moderator's case with (approximate contents)
- 2 coffee breaks before lunch and lunch include unlimited coffee, tea and appropriate quantities of sweet / savoury side dishes
- 1 lunch (finger food / salad / dessert) incl. 1 soft drink & 1 hot drink per participant
- Large bottles of water and apple juice, unlimited number in conference room

3.2 Conference flat rate "Whole day rate without dinner" includes:

- 1 seminar room according to the binding number of participants indicated by ista
- Standard conference technology consisting of 1 projector, 1 flip chart incl. flip chart block, 3 bulletin boards covered, 1 screen, 1 moderator's case
- 2 coffee breaks before lunch and lunch include unlimited coffee, tea and appropriate quantities of sweet / savoury side dishes
- 1 lunch as menu or buffet incl. 1 soft drink & 1 hot drink per participant
- Large bottles of water and apple juice, unlimited number in conference room

3.3 Conference flat rate "Whole day rate with dinner" includes:

- 1 seminar room according to the binding number of participants indicated by ista
- Standard conference technology consisting of 1 projector, 1 flip chart incl. flip chart block, 3 bulletin boards covered, 1 screen, 1 moderator's case
- 2 coffee breaks before lunch and lunch include coffee, tea and sweet / savoury side dishes
- 1 lunch as menu or buffet incl. 1 soft drink & 1 hot drink
- Large bottles of water and apple juice, unlimited number in conference room
- Dinner as menu or buffet incl. 1 soft drink & 1 hot drink per participant

4 Advance payments

ista shall make no advance payments.

5 Cancellation terms for group bookings

In case of a cancellation, ista shall pay cancellation costs in accordance with the following levels, if the business partner cannot otherwise use the rooms and if the business partner has suffered concrete, verified damages due to the cancellation. ista shall inform the business partner of the final number of participants at the latest three business days before the planned start of the event.

5.1 Conferences / meetings up to a max. of 25 participants

Hotel rooms:

Hotel rooms may be cancelled up to 24 hours before the start of the arrival date free of charge. After this time, free cancellation is no longer available.

Conference rooms:

The conference room may be cancelled free of charge up to 28 days before the start of the event.

14 to 27 days before the start of the event, the conference room can be cancelled with a discount of 50%.

Otherwise, the conference room may be cancelled with a discount of 10%.

5.2 Conferences / meetings with 26 to 50 participants

Hotel rooms:

No costs will be incurred for cancellation up to 31 days before the start of the arrival date; afterwards, the following levels will apply:

21 to 30 days before the start of arrival date: the business partner is entitled to assert 25% of the overnight lodging price, without breakfast.
10 to 20 days before the start of arrival date: the business partner is entitled to assert 50% of the overnight lodging price, without breakfast
0 to 9 days before the start of arrival date: the business partner is entitled to assert 80% of the overnight lodging price, without breakfast.

Conference rooms:

100% cancellation free of charge up to 42 days before the start of the event
28 to 41 days before the start of the event: the business partner is entitled to assert 50% of the agreed price.
14 to 27 days before the start of the event: the business partner is entitled to assert 75% of the agreed price.
0 to 13 days before the start of the event: the business partner is entitled to assert 90% of the agreed price.

5.3 Conferences / meetings with 51 or more participants

Hotel rooms:

No costs will be incurred for cancellation up to 31 days before the start of the arrival date; afterwards, the following levels will apply:
21 to 30 days before the start of arrival date: the business partner is entitled to assert 25% of the overnight lodging price, without breakfast.
10 to 20 days before the start of arrival date: the business partner is entitled to assert 50% of the overnight lodging price, without breakfast.
0 to 9 days before arrival date: the business partner is entitled to assert 80% of the overnight lodging price, without breakfast.

Conference rooms:

100% cancellation free of charge up to 56 days before the start of the event.
42 to 55 days before the start of the event: the business partner is entitled to assert 50% of the agreed price.
28 to 41 days before the start of the event: the business partner is entitled to assert 75% of the agreed price.
14 to 27 days before the start of the event: the business partner is entitled to assert 90% of the agreed price.
0 to 13 days before the start of the event: the business partner is entitled to assert 95% of the agreed price.

6 Place of jurisdiction

Essen shall be the agreed place of jurisdiction for merchants, legal entities under public law or public law special funds.
