



GENERAL TERMS AND CONDITIONS FOR RESTAURANT, GROUP AND MEETING BOOKINGS

1. Prices

The prices are in euros and include VAT. The prices are only valid for the period specified in the offer. The hotel reserves the right to adjust the prices at their discretion.

2. Arrangement fee

The facilities are subject to a fee, unless otherwise stated in the offer. Furniture changes, additional furniture and other arrangements are charged separately. Sound systems, AV services and equipment, which are not basic meeting room or restaurant equipment, will be charged separately. If VALO Hotel & Work, at the customer's request, obtains special permits for extended licensing hours, for example, or submits a notification of temporary food sales or serving, makes special arrangements in relation to the programme, band, decoration and structures, for example, the customer undertakes to bear all the costs incurred by such measures.

3. Payment methods and conditions

The payment method must be confirmed with the booking confirmation.

The available payment methods include debit or credit card, cash, advance invoice and subsequent invoice. The customer can only be invoiced after the event if the customer is

VALO Hotel & Work's Finnish invoicing customer. VALO Operator Oy reserves the right to check the customer's credit status, if necessary. We do not send invoices to foreign companies or invoices to private individuals.

The customer is responsible for all bookings for which a subsequent invoice has been agreed as a payment method. If requested, the customer's representative must prove that they have the right to purchase goods on behalf of the customer.

The term of payment for the invoice is 14 days, and the penalty interest is determined based on the Finnish Interest Act. VALO Hotel & Work's current invoice fee is added to the invoice. If the invoice for the event is split as requested by the customer, the invoice fee is charged for each invoice. For invoicing purposes, the customer must provide the invoicing address and reference. If the customer and the salesperson/person concluding the agreement have not agreed upon invoicing in advance, the booking must be paid for on site with cash or a credit card.

The consolidated invoice for multiple bookings and monthly invoiced services must be agreed separately and in advance with VALO Operator Oy's contact person.

VALO Hotel & Work reserves the right to invoice a partial or full advance payment for the booking.

In the case of group and meeting bookings, the payment method is a joint invoice, unless otherwise agreed.

If a reminder of late payment has to be sent due to a delay in payment, a reminder fee is charged. VALO Operator Oy has the right to charge a penalty interest for late payments in accordance with the Interest Act. The customer is obligated to pay the costs incurred by the collection of late payment.

4. Reservation guarantee

All reservations must be guaranteed with a credit card* in connection with the booking confirmation. For the guarantee, you need the credit card number, the name of the cardholder and the expiration date of the card. As an alternative to a credit card or company guarantee, VALO Hotel & Work has the right, if necessary, to demand either a partial or full advance payment to guarantee the reservation. Advance payment and its payment

schedule are always agreed upon with the customer in advance in writing. Invoicing customers can alternatively guarantee the reservation in the name of the company.

**VALO Hotel & Work has the right to verify the credit card for the agreed amount, if necessary.*

5. Customer's responsibility

The customer is obliged to protect the rented premises and furniture from damage. The customer is responsible for any losses caused by the customer's equipment, staff, performers or meeting participants to the real property or the movable property at the location. The customer is responsible for any equipment and movable property it has brought to the location. The customer is committed to following instructions by the staff at the location with regard to the furniture and use of equipment. In case of any losses, VALO Hotel & Work will charge any repair, cleaning and other costs from the customer.

6. Booking management and transfer of agreement

The customer does not have the right to transfer the contract or hand over the rooms / facilities to a third party without the written consent of VALO Hotel & Work.

7. Booking terms and conditions

Bookings can be made either verbally or in writing. Bookings can also be made through the systems on the VALO Hotel & Work website, such as online and gift voucher bookings. Group bookings for the restaurant can be made for a minimum of 14 persons, and group accommodation for a minimum of 10 rooms, for which the person making the booking must submit a name list. Exceptions can be agreed with the VALO hotel & Work Representative.

7.1. Gift card purchases

A valid gift card is valid for payment for the service indicated on the gift card and to the indicated service provider. The content of the service is described as accurately as possible on VALO Hotel & Work's gift card store website.

7.2 Booking confirmation

The booking and the terms become binding once the customers make the booking either verbally or in writing, and VALO Hotel & Work confirms the booking in writing.

We request that you provide the details within the following time frame, unless otherwise specified:

- 7 days (1–15 rooms booked for a day / guests)
- 14 days (16–50 rooms booked for a day / guests)
- 21 days (51–200 rooms booked for a day / guests)

Restaurant booking / other food services

- event schedule
- special diets
- number of participants
- payment details
- other details

Meeting and events

- event schedule, meal times
- meeting catering
- special diets
- number of participants
- arrangement of meeting room tables
- equipment requirements
- payment details
- other details

Accommodation

- final list of names (first name, last name, titles, room type and rooming list)
- check-in and check-out dates
- travel organizer's name and contact details
- payment details and splitting of invoice
- VIP guests and special requests
- any room service
- transportation and group programme/itinerary

If changes are made after the deadline, the hotel has the right to check the price of the event, charge a separate space rent, change the reserved space to another, and renegotiate other details of the event. If there are changes to the final list of names, the changes must be reported without delay. Additional reservations can be made depending on the reservation situation.

Allotment reservations

Regarding allotment reservations (guaranteed allotment or open allotment), participants book their room using the given reservation code as agreed either on the hotel's website, by phone or email directly from the hotel's sales service by the agreed date.

Half and/or full board meals

The general terms of delivery apply to pre-booked food and drink and other services.

7.3 Cancellation and alteration terms and conditions

Cancellations of and alterations to the original confirmed rooms booked for a day or number of participants can be made free of charge within the following time limits:

	1–15 participants / room nights	16–30 participants / room nights	31–60 participants / room nights	61–100 participants / room nights	101–200 participants / room nights	201–300 participants / room nights
100%	7 days	14 days	30 days	60 days	90 days	120 days
50%	5 days	7 days	21 days	30 days	60 days	90 days
25%	3 days	3 days	14 days	21 days	30 days	60 days
10 %	-	-	7 days	14 days	21 days	30 days

Participant = a person participating in a meeting or restaurant reservation

Room night = number of room nights of the accommodation reservation

For reservations of more than 300 participants/room day, cancellation conditions are negotiated separately.

For cancellations made later or exceeding the number of rooms/persons mentioned above, the hotel has the right to charge in full for the entire duration of the reservation. Changes to the reservation must always be made in writing.

Rescheduling of a confirmed event is always agreed separately. If the event day changes, possible expenses will be negotiated separately. Regarding the event that has been moved, the original cancellation and change conditions of the event are always followed.

Studio booking

A booking for a podcast studio can be canceled without incurring expenses 3 days before the event.

The terms of delivery of other studio services are always agreed upon separately.

The general terms of delivery are applied to other services concerning any event.

Allotments

The room allotment differs from the group booking in that each participant books their own room using the hotel's sales channels. We can offer two alternative allotment reservations to our customers: *guaranteed allotment* and *open allotment*.

If the group is not confirmed on or before the agreed date, the hotel has the right to remove the guaranteed allotment and treat the request as new. This may result in new availability and prices.

GUARANTEED ALLOTMENT

The hotel reserves a pre-agreed number of hotel rooms for the group and guarantees their availability at the offered price until the agreed date. Until the agreed date, hotel rooms can be reserved with the given reservation code. The guaranteed allotment is bound by our normal group cancellation conditions:

The hotel charges the organizer of the allotment reservation the full price for the entire reservation period for rooms that are not canceled within the confirmed cancellation times. The organizer is also responsible for cancellations made by the guests until the responsibility of the individual guest comes into effect. After this, the individual passenger is responsible for any cancellation/no show.

When the number of room nights or the number of participants in the reservation increases, the hotel has the right to change the cancellation conditions according to the bigger reservation.

OPEN ALLOTMENT

The hotel makes an allotment reservation at the offered price and the rooms can be reserved according to the reservation status. If necessary, the hotel has the right to unilaterally limit the availability of the allotment or close the possibility of booking the allotment. An open allotment reservation does not have cancellation conditions binding on the original reservation of the guaranteed allotment. Instead, a single room reservation booked from an open allotment is bound by the cancellation conditions, which are confirmed to the original customer in advance and announced in the confirmation of the individual reservation. To confirm a late arrival, the individual booker must provide valid credit card information when making the reservation.