

## **TERMS OF RESERVATION**

### **Meetings and day visitors**

#### **EVENT DETAILS**

Please provide the following information at least two (2) weeks before your event:

- The event schedule, meal times, and any other details affecting the day's program
- Required meeting equipment and any special requests from speakers or presenters
- Serious food allergies (at the latest, together with final participant confirmation)
- Name and contact details of the on-site contact person during the event
- Billing address and reference details (postal or e-invoicing address, and business ID or date of birth)
- A €5.00 invoicing fee will be added to each invoice

#### **CHANGES TO CATERING RESERVATIONS**

The customer agrees to confirm the final number of participants and menu selection at least 14 days before the event. A deviation of +/-10% is allowed up to 7 days before the event.

The confirmed number of participants 7 days before the event will be used as the billing basis.

If changes to the participant number are made less than 7 days before the event — or not at all — Villa Elba reserves the right to charge based on the last confirmed number.

If more guests attend than were confirmed, the actual number will be used for billing.

#### **SPECIAL DIETS**

Any food allergies or dietary requirements must be reported to Villa Elba no later than 14 days before the event.

Please note that our kitchen also processes allergenic ingredients.

Due to high demand, we aim to accommodate special diets to suit as many participants as possible.

However, due to the wide variety of dietary needs and combinations, we cannot always guarantee that every request can be fully met.

Meals for children under 3 years are free of charge. However, if children in this age group have allergies, an additional charge will apply according to our price list.

#### **CANCELLATION POLICY**

- Cancellation more than 1 month before the event: no charge
- Cancellation less than 1 month before the event: meeting room rental will be charged
- Cancellation less than 7 days before the event: 100% of the total cost will be charged
- Cancellation of program services is free of charge up to 1 month before the scheduled program. For cancellations made less than 1 month before the program, 100% fee will be charged.