



## Reservation

For booking, please complete this hotel reservation form and return it to Congrex Travel preferably before 5 June 2011. Requests will be accepted thereafter, however, hotel accommodation is subject to availability and cannot be guaranteed. After this deadline, bookings are only possible against full payment by credit card. A late booking fee of USD 45 will be charged for reservations received after July 7th 2010.

## Payment Policy

To guarantee your reservation a deposit of USD 200 is required. You will receive a secure payment link to settle your deposit payment by credit card or you can transfer it by bank. Please forward a copy of the bank payment to IFLA 2011 Accommodation Department. Each participant will receive a confirmation/invoice once their booking is complete. Full payment has to be made to Congrex Travel by 5 June 2011 latest. Do not send any payment to the hotel.

### Please indicate form of payment for the deposit :

- Bank transfer to the account of Congrex Travel AG at UBS AG, Postfach, CH-4002 Basel. Account no. 233-595400.62 K  
IBAN number CH19 0023 3233 5954 0062 K, SWIFT code UBSWCHZH80A
- Credit card      A secure payment link will be sent to you by e-mail. Please settle the amount within 10 days.

All room charges must be prepaid to Congrex Travel. However, when checking out, all extra's (mini bar, telephone charges, room service, etc.) must be settled with the hotel directly.

## Cancellation policy

If your hotel reservation is cancelled before 5 June 2011, the deposit will be refunded less USD 45 handling fee. If your reservation is cancelled on or after 5 June 2011 or if you arrive later or leave earlier than on the dates indicated on your reservation form, the total accommodation amount will be charged and no refunds can be made.

## Change policy

Any change of reservations made online by the delegate themselves, is free of charge. Any change of reservations sent to Congrex Travel via e-mail, will be subject to a handling fee of USD 15. Please do not contact the hotel directly. Online changes are possible until 5 June 2011. After this date, changes can only be communicated to Congrex Travel directly and a change fee of USD 15 will be applied.

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Signature \_\_\_\_\_

Date (dd-mm-yy) | | | - | | | - | | |

The participant acknowledges that he/she has no right to lodge damage claims against the organizers should the holding of the congress be hindered or prevented by unexpected political or economic events or generally by force majeure, or should the non-appearance of speakers or other reasons necessitate program changes. With reservation, the participant accepts this proviso.