



## General Operation

- Mezzo meetings with more than 15 persons are offered on the basis of a price per person. The exact number of participants is communicated at Mezzo reception at the latest 72 hours before the meeting. Based on the number of participants we provide catering and this number will be charged. If there is a larger number of participants present, this number will be charged.
- At the latest one week in advance the number of participants, the desired room setup and supplies are communicated to Mezzo reception.
- Meetings are offered by Day Parts: Part 1: 8:00 am to 12:30 pm, part 2: 13h to 17h30 Part 3: 18h to 22h30
- Equipment of meeting rooms: WIFI, projector / TV (wireless mode), projection screen, sound system, flip charts. Showcase refrigerators with chilled soft drinks.
- On request: rostrum, hp laptop, sound system with micro
- For the meetings there is always one coffee break free of charge. Coffee Breaks include coffee, tea, water and refreshments. This coffee breaks take place in the atrium. In the meeting rooms themselves we can only provided conference coffee (not high pressure coffee).

## Terms of payment and invoicing

- Meetings are only at the end of the seminar and after billing paid by the customer. The payment delay is 30 days.
- We provide single billing by email. The customer usually receives his bill within the week following the meeting.
- For each meeting we can only provide one invoice.
- The customer is co-responsible that the order contains only correct billing data. After preparation of the bill, these data can no longer be changed!. If this still needs to be done, by the negligence of the customer, we have to charge € 150 administration fee.

## Cancellation policy

- You can cancel free of charge until 15 days before the meeting. This is accepted by a simple e-mail.
- If the reservation is cancelled 14 days or less before the effective date of the meeting, then there is 50% of the meeting room price charged. This means that 50% of the price excluding catering (food and drink) will be charged.
- Cancellation less than 48 hours before the meeting is charged with 100% of the package price (total reservation).
- Meeting reservations which are made less than 15 days in advance, cannot be canceled.