

Terms and Conditions

Hotel Prices and Room Category

All prices are in euros and the price quoted is per room, per night and includes breakfast and VAT. A single room rate entitles one person to occupy the room. A double room rate entitles two people to occupy the room.

All rates provided exclude the per-person, per-night city tax which is payable upon check-out.

Cancellation Policy

By making a reservation with the SAP Hotel Team or the conference Web site, you expressly agree that, in the event of a cancellation of a hotel reservation after the close of business on **May 29, 2020 (5:00 p.m. CET)**, or of a date change or a no-show on the reservation date, your credit card will be automatically debited by the hotel for the total number of nights cancelled.

If you have requested that additional nights be added to your booking, this request will be received by the SAP Hotel Team. Once the hotel confirms availability, the nights will automatically be added to your booking and you will receive a new e-mail to confirm this change. However, if you no longer require the additional nights, you are responsible for notifying successconnect@delegate.com immediately to cancel or amend your request. If the request is received after the cancellation deadline **May 29, 2020 (5:00 p.m. CET)**, the hotel has the right to charge for all nights cancelled.

Please note that the total cost for your stay will be increased to include all additional nights once the nights have been confirmed with the hotel. This will be reflected on your new confirmation e-mail.

No-show – If you're unable to use your room on the original date of arrival, but arrive on the following day, you are obliged to inform the SAP Hotel Team by email to successconnect@delegate.com. If you fail to inform the SAP Hotel Team in writing that you wish to use your room for the second night of your reserved stay, the hotel will make every effort to accommodate you, but its actions do not constitute a guarantee.

Please note that after **May 29, 2020 (5:00 p.m. CET)**, you'll be unable to make any amendments, cancellations, or date changes via your registration. Please contact the SAP Hotel Team directly, using the contact details in your hotel confirmation.

In order to perform and provide the services, we will provide your booking information to the hotel. In such instances BCD Meetings and Events Ltd will approve such transfers on the condition that these third parties will adhere to the restrictions and obligations imposed on suppliers on the use of personal information.

Please note that you are responsible for settling all charges when you check-out.