



Contract terms for group and meeting bookings

1. Introduction

These terms and conditions are applicable to all meetings, conferences and banquets bookings at Grand Hotel Oslo (GHO), and regulate the general conditions according to the agreement between the customer and GHO.

The customer has accepted the financial and legal responsibility for the booking when both parties have confirmed the content of the agreement in writing. The agreement includes the booking details, prices, cancellation deadlines, terms and conditions. In agreements where the customer is signing on behalf of another party (here referred to as third party) it is the signing party (here the customer) which accepts the financial and legal responsibility towards GHO, regardless of any disputes from the third party. These disputes must be handled between the customer and the third party with no involvement of GHO.

2. Delegates and validity of the terms

All cancellations and reduction of the number of participants and/or number of rooms must be done in writing to GHO. The cancellation and reduction deadlines applicable for the customer's booking are as stated in the agreement.

GHO reserve the right to cancel a booking if a part of, or the whole booking, is resold to a third party without prior agreement from GHO. Such a cancellation will not lead to any obligations for GHO to pay any compensation or any other costs.

GHO cannot guarantee availability for the booked rooms and meeting space(s) if the final attendees and detailed schedule is not received prior the agreed deadline and one written reminder from GHO. The deadline for GHO to receive a detailed schedule for the booking is included in the customers agreement.

3. Cancellations and reductions

In case of a cancellation and/or a reduction of a booking beyond the agreed time limits stipulated in the agreement gives GHO the right to demand full payment from the customer, regardless of the actual costs incurred for GHO (including VAT).

GHO has always the right to demand a full payment for services contracted on behalf of the customer that cannot be cancelled. This applies to services from external suppliers which is part of the customers' booking at GHO. External services booked by the customer is the customer's liability.

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4. The customers liability

The customer is responsible for any damage participants have incurred to the hotel and/or the hotel's property during the meeting, conference or banquet and/or the overall stay with GHO. All items suspended from walls or ceilings must comply with current fire/safety laws and must be agreed upon by GHO.

GHO is not responsible for property brought in, stored or left at the hotel. GHO is only responsible for the property where GHO has assumed such responsibility in writing. The customer is responsible for insuring their own property that is brought in to the hotel. The hotel also has a right to stop or cancel an event if it disturbs other operations or in any manner endangers the hotels' safety and/or reputation.

5. Terms of payment

The customer is responsible for all expenses incurred during their stay, unless otherwise agreed in writing. Invoicing is only possible for Norwegian* companies after a credit check resulting in a positive rating, exceptions may apply. An invoicing fee will be added to all invoices. All invoices must be paid within 10 days from invoice date*. For delayed payments an interest fee (per month) and administration fee will be charged. Unless the terms of payment is specified, the client shall pay by a (local) debit card, or a credit card. When paying on departure, please provide us with a credit card number and expiry date in advance.

Please note that GHO is entitled to ask for a full or partial prepayment. Prepayment will be required for foreign customers/customers based outside Norway. If the agreed payment has not been settled by the due date, GHO may consider this as a cancellation of the booking.

* unless other agreements have been made.

6. Rates subject to change

GHO reserves the right to adjust the rates in case of changes in value added tax and/or other taxes/fees, or in case of force majeure that is outside the control of GHO. GHO must inform the customer about any increase in rates as soon as possible.

The rates are adjusted once a year, as per 1 January, unless otherwise stated in the parties' agreement. A rate increase of 3-5% per year should be expected. Rate adjustments also applies to signed contracts. GHO reserve the right to review the rates in case of change to the booking's dates, number of participants and/or hotel rooms.

7. Commissions

The rates in the parties' agreement are without commission unless otherwise stated. If the booking includes commission, this will be calculated from the agreed rates ex. VAT, alcohol and hired services.

The customer cannot transfer the agreement to a third party without written permission from GHO.



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8. Force Majeure

No party shall be liable for any breach or delay in the performance of its obligations under the agreement if; (i) the error or delay is caused by fire, flooding, natural elements, strike, lockouts, blockade, war actions, terrorism or civil unrest, and (ii) provided that the defaulting party is without guilt and the error or delay could not have been prevented by reasonable precautions.

9. Disputes

The agreement and terms shall be governed and construed laws of Norway. Any dispute, controversy or claim arising out of or in connection with the agreement, or the breach, termination or invalidity thereof, shall be finally settled by arbitration in accordance with the Rules of the Arbitration Institute of the Oslo Chamber of Commerce. The place of arbitration shall be Oslo, Norway. The language of the proceedings shall be English unless the parties mutually agree this to be Norwegian.

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