GENERAL CONDITIONS

RESERVATIONS AND PAYEMENTS

- Grupo Pacifico will not make any reservation by telephone.
- Reservations should be made through the hotel reservation form. One form per each room requested.
- The payment of the reservation has to be done in Euros.
- Reservations must be secured by either a bank cheque drawn on a Spanish bank only, either by credit card.
- After 15th March the availability of the hotels cannot be guaranteed.
- Hotel reservations will be booked on a first-come first-served basis upon reception of the corresponding payment.
- Allotments at the Hotels are for the dates of the Conference (May 15-17, 2008). Previous days or late departure reservations are subject to hotel availability.
- Please send only once to avoid double booking.
- Special needs cannot be guaranteed, however Grupo Pacifico will do their best to honour all requests.

HOTEL RESERVATION

- Upon reception of the payment corresponding to the total reservation, Grupo Pacifico will send you a written confirmation voucher. Please review all information with accuracy.
- If your hotel selection is not available at the time of booking reception, Grupo Pacifico will offer an available similar room.

HOTEL CANCELATION AND NO-SHOW

- Cancellations and/or changes should be made in writing exclusively to Grupo Pacifico.
- For any cancellation received prior 15th February, the total amount paid will be refunded less 60 Euros as processing fees.
- For all cancellations made between 15th February and 15th April one night will be applied.
- After 15th April or in case of no show, no refunds will be made.
- In the case of no-show the hotel may cancel the room at 9.00 AM of the following day. This will not modify the cancellation conditions.
- In any case refunds will be done after the congress.

REGISTRATION CANCELLATION POLICY

- Cancellation requests will have to be made in writing.
- If received by the organisers before 15th April 2008, payments will be refunded with a deduction of 60 Euros handling charge.
- After this date, no part of any payment will be refunded.