

How to make a hotel reservation

Participants can make their accommodation reservation on-line till March 17, 2012. After this deadline request will be accepted, however, hotels rooms are subject to availability and cannot be guaranteed. Please do not contact the hotel directly as reservation are operated by CZECH-IN on behalf of ISHLT.

To make a reservation please use our **Online Booking Form**. Reservations by phone cannot be processed. A minimum deposit 1 night is requested to confirm your booking.

Cancellation / Change of reservation

Cancellation/changes must be notified in writing (email or fax) to Official Housing Agent CZECH-IN. Cancellation or changes made by phone cannot be accepted. Please do not contact the hotel directly. In case of later arrival other than the reserved dates please inform Congress Secretariat CZECH-IN in order to guarantee the room.

Cancellation will be charged according to the cancellation conditions below

For hotel reservation cancelled

- till March 17, 2012, full deposit will be refunded less CZK 1000,- (handling fee)
- after March 18, 2012 full deposit will be charged and no refund will be made (CZECH-IN hold the right to charge your credit card for the rest of the nights OR not to refund the full prepayment).

Payment conditions

1st night deposit will be required to guarantee the booking. All booking must be guaranteed by a valid credit card (VISA, EC/MC cards are accepted). The expiration date of the card must be not any earlier than August 2012. CZECH-IN holds the rights to pass your credit card details to the respective hotel. The final bill (rest of nights and extras) must be settled directly with the hotel upon departure.

OR

Full pre-payment can be made by a credit card or a bank transfer to the account of CZECH-IN.

All extras (minibar, telephones, etc.) must be settled directly with the hotel upon departure.

Bank transfers will be accepted till March 14, 2012 only. Please do not complete the bank transfer before availability of requested room is confirmed by the Congress Secretariat. Please include PRN (personal registration number) as variable symbol to indentify your payment. Please forward a copy of the transfer stating the participant's name.

CZECH-IN Banking details:

Name of the bank: KOMERCNI BANKA a.s.

Bank Address: Na Prikope 33, 114 07 Prague 1, Czech Republic

IBAN Number(EUR): CZ5901000000510903490207

BIC Code: KOMBCZPPXXX

Account Number: 51-0903490207

Beneficiary: CZECH-IN s.r.o., 5.kvetna 65, CZ 140 21 Prague 4, Czech Republic

Credit Card Payment

With reference to the worldwide general terms please note your credit card will be charged in currency valid in country of the origin, i.e. in Czech Crowns (CZK) and hereinafter converted back to the currency of your account which may result in slightly different (higher) total charge stated in USD.



Confirmation of reservation, voucher and final bill

After completing the hotel booking, the participant will receive a system notification that the reservation request was received. Confirmation of the hotel booking (a hotel voucher) will be issued only after the deposit/pre-payment is received and will be sent to the participant by e-mail together with an invoice. The hotel voucher should be presented to the hotel reception during check-in. A final invoice will be issued by Congress Secretariat CZECH-IN (for 1night's deposit or full pre-payment) and the respective hotel (for the rest of the nights and extras). Local hotels will issue the bill in local currency (Czech Crowns) according to the daily exchange rate stated by the Czech National Bank.

Because of VAT change in Czech Republic from 10% to 14%, please be informed that in 2012 are valid new rates at hotels below:

InterContinental Palace	Classic Room:	5964 CZK	Executive Room:	7519 CZK
	Deluxe Room:	4146 CZK		
Holiday Inn	Standard Room:	4275 CZK	Executive Room:	4845 CZK

(Rate includes 14% VAT, buffet breakfast)

In case you have made full prepayment of your stay till December 15, 2011:

- we will NOT charge any additional payment

In case you have paid 1st night deposit for above mentioned hotels:

- additional payment for other nights and VAT difference for all nights will be charged

In case you make booking after December 16, 2011:

- new prices with VAT 14% are valid and applied

Other prices at hotels Corinthia Towers, Art Deco Imperial, Radison BLU Alcron, Sheraton and Yasmin remain the same as published before.

Please continue using **Online Booking Form** available at this web link:

<http://www.czech-in.org/cm/ISHLT/reghotel.aspx>

Group bookings

For group reservations (more than 10 rooms) please contact CZECH-IN with a separate request at ishlt2012.hotels@czech-in.cz or call +420 261 174 306, c/o: Martina Kozderková, Accommodation Manager.

CZECH-IN contact information:

CZECH-IN s.r.o.

Prague Congress Centre, 5.kvetna 65, 140 21 Praha 4, Czech Republic

Phone: +420-261-174-306, Fax: +420-261-174-307

E-mail: ishlt2012.hotels@czech-in.cz

