



## Accommodation and Airport Transfer Booking Terms and Conditions

### Payment Policy:

1. Full payment is required to reserve a room.
2. A receipt email or fax of your reservation will be sent to you within 24 hours. Official confirmation statement will be forwarded to you within three weeks indicating the total amount paid.
3. Full payment is required no later than 9 January 2012.
4. Delegates are responsible for ensuring their official confirmation statements are not misplaced. Please be informed that verifying misplaced official statements may take time.
5. In the event that full pre-payment is not received by 15 January 2012, the Ottawa 2012 Conference Secretariat reserves the right to cancel your hotel/apartment reservation without prior notice.
6. 'No Show' on the first night will result in a complete cancellation of the reservation.

### Accommodation Amendments Policy:

1. A written request to Ottawa 2012 Conference Secretariat must be made before 9 January 2012 for amendments to your reservation.
2. Amendments received after 15 January 2012 that result in a reduction in the number of nights at the hotel/apartment will not be refunded.
3. Additional room-night requests must be accompanied by the full additional pre-payment amount.
4. Amendments will not be entertained after 15 January 2012.

### Cancellation Policy:

1. Reservation cancellations are acceptable on or before 9 January 2012. One night deposit will be deducted from the refund. Cancellation requests received after this date will not be considered for refunds. Special considerations will be rendered to cases that arise due to medical or compassionate grounds only, on a case by case basis.
2. Notification of cancellations must be made in writing to the Ottawa 2012 Conference Secretariat. Approved refunds will be processed no later than 60 days after the conference.

### Airport Transfers

AOS Conventions & Events are pleased to provide transfers from Kuala Lumpur International Airport (KLIA) to any of the official Ottawa 2012 Conference Hotels. Flight details are required if you purchase airport transfer. These details must be received no later than 9 February 2012 (kindly email us your date / time of arrival / departure and flight number to [ottawa2012@aosconventions.com](mailto:ottawa2012@aosconventions.com); if you have not provided the details during online registration).

**Cancellation and Refund Policy:**

- 1 All transfers are on seat-in-coach basis (non-private) or on private basis.
- 2 All amendments must be made in writing five (5) days prior to the transfer booked date.
- 3 No refund will be made after 9 February 2012 for transfers booked and paid.
- 4 No refund will be granted for no-show reservations.
- 5 All approved refunds will be processed and issued within 30 days after the Conference.
- 6 All transfers will only be operated with a minimum number of two (2) persons.
- 7 Delegates shall receive confirmation on the transfers booked 14 days prior to the Conference.