

SCHEDULE H – 2027 – CHML – GENERAL GROUP TERMS & CONDITIONS

1. Group Reservation Policy

A group reservation is defined as a reservation of ten (10) or more rooms (single or double). All group bookings will be managed by the MICE department.

MICE department contact details:

Email: groups@constancehotels.com

Tel: +230 402 2927/ 2941/2942/ 2981/ 2983

Fax: +230 4022909

2. Group Rates

Group rates are determined based on the number of guests, rooms, and length of stay. A minimum stay of five (5) nights generally applies for group reservations; however, this requirement may vary depending on travel dates and overall hotel occupancy.

3. Payment Terms

Upon confirmation, a Group contract is issued listing all terms, conditions and agreed rates & services, and the following standard payment schedule applies:

- 25% non-refundable deposit due upon confirmation and signature of the Group contract.
- 50% payment due three (3) months prior to arrival.
- 25% final payment (including any outstanding balance) due one (1) month prior to arrival.

All payments cover the total number of rooms and services reserved for the group.

For group reservations confirmed less than 30 days before arrival, 100% payment is required at the time of confirmation.

4. Cancellation Policy

Cancellation charges apply to the entire group booking as follows:

- From contract signature to 90 days prior to arrival – 25% cancellation fee.
- From 89 to 30 days prior to arrival – 75% cancellation fee.
- From 29 to 7 days prior to arrival – 90% cancellation fee.
- From 6 days prior to arrival, including no-shows – 100% cancellation fee.

Example: If a group confirms 20 rooms and cancels 7 days before arrival, a 90% cancellation fee applies (meaning 18 rooms charged). However, 10% of the inventory (2 rooms) may be released without penalty.

5. Porterage Fee

For group bookings of ten (10) rooms or more, a mandatory porterage fee of €15 per room, per stay applies (net, non-commissionable).

This fee is charged to the group only as a service fee for the porters and is fully allocated to them. The hotel does not retain any portion of this amount. Porterage service includes a dedicated team of porters to handle luggage upon arrival and departure.

6. Group Complimentary Room Benefit

Group bookings are entitled to the following complimentary room benefits:

- 1 complimentary half (½) double room for every 10 paid rooms.
- 1 complimentary room for every fifteen (15) paid rooms.

Conditions:

- Complimentary rooms apply to the lowest room category booked by the group;
- Complimentary rooms apply only to accommodation with the basic meal plan (excludes meal plan supplement and/or additional services);
- Complimentary rooms do not apply to pre- or post-stay extensions;
- A maximum of four (4) complimentary rooms can be granted per group stay;
- If the group's confirmed room inventory increases or decreases, the complimentary benefit will be adjusted accordingly.