

GENERAL TERMS & CONDITIONS FOR GROUPS AND EVENTS

To ensure a smooth experience for both our valued guests and Skybar Hasta La Vista Baby (“Vista”), the following terms and conditions apply to all group bookings and events. Any conditions not explicitly mentioned herein will be governed by the Uniforme Voorwaarden Horeca (UVH). These conditions are binding and can be downloaded from www.khn.nl/uvh-nl.

1. Reservations
 - 1.1. Non-binding reservations (“options”) are valid for 14 days unless otherwise agreed.
 - 1.2. Reservations are confirmed upon receipt of the prepayment.
 - 1.3. If an alternative booking request is received for the same date, Vista will contact you to discuss further arrangements.
 - 1.4. Reservations are made for a specific time and space. Extensions before or after the reserved time must be communicated in advance. Extensions without prior notice cannot be guaranteed.

2. Number of Guests
 - 2.1. The confirmed guest count serves as the basis for arrangements
 - 2.2. Changes to the number of guests must be communicated via email.
 - 2.3. Adjustments of up to 15% of the original guest count are allowed free of charge up to 5 days before the event.
 - 2.4. Reductions within 5 days before the event will incur charges based on the original count.
 - 2.5. Increases are subject to space and layout availability.
 - 2.6. Charges for no-shows will apply based on the confirmed number of guests communicated 5 days prior to the event.

3. Special Requirements
 - 3.1. Allergies or dietary requirements must be communicated via email at least 5 days before the event.
 - 3.2. Requirements communicated onsite may incur an additional handling fee of 25% per person.
 - 3.3. The final invoice will reflect actual guest numbers and food/beverage consumption.

4. Payment Terms
 - 4.1. Prices are subject to annual CPI-based adjustments. Payments can be made via debit/credit cards. Invoice payments are available for business reservations exceeding €500.
 - 4.2. A 50% prepayment is required to confirm the reservation. For events valued over €10,000, we require a 100% prepayment.
 - 4.3. Failure to provide the deposit within 5 days before the event may result in cancellation.
 - 4.4. Remaining balances, including additional costs, will be invoiced after the event with a 14-day payment term.
 - 4.5. Costs for additional materials, tableware, or minimum spend short falls will be invoiced with applicable VAT (21%).

5. Cancellations
 - 5.1. Deposits are non-refundable and will be applied toward cancellation charges.
 - 5.2. Cancellation fees:
Corporate bookings:
6 months: 0%
>3 months: 10%
>2 months: 15%
1 month: 35%
14 days: 60%
7 days: 85%
<7 days: 100%

Private bookings:
14 days: 0%
14–7 days: 25%
7 days: 50%
3 days: 75%
 - 5.3. No-shows or early departures will be charged the full booked amount.

6. House Rules
Entry to Vista signifies acceptance of our house rules. These are available onsite or upon request.

7. Force Majeure
Vista is not liable for service disruptions caused by unforeseen events, such as natural disasters, fires, or utility outages.

8. Damage, Theft, and Loss
 - 8.1. Guests are responsible for damages caused by their group to Vista property, including repair/replacement costs.
 - 8.2. Vista is not liable for loss or damage to guest property or third-party items.

9. Decorations
 - 9.1. Prior approval is required for any decorations, including posters, banners, or stickers.
 - 9.2. Decorations must comply with fire safety regulations (Class 1 or 2).
 - 9.3. Confetti and sprinkles are prohibited. Cleaning fees (€500) will be applied if used.
 - 9.4. Assembly/disassembly times must be confirmed in writing.

10. Music
 - 10.1. Only the provided booth and monitors may be used; external equipment is not permitted.
 - 10.2. Any damage caused to sound equipment will result in charges based on the purchase price.
 - 10.3. Guests must arrange for payment of STEMRA royalties.
 - 10.4. Maximum sound levels:
 - Up to 95 dB until 11:00 PM.
 - After 11:00 PM: 85 dB (subwoofer off).

In case of private events, when all hotel rooms on the 18th floor are booked by the guest, the sound level can remain up to 95 dB after 11:00 PM.

11. Permits, Fire, and Waste
 - 11.1. Guests are responsible for securing any required permits.
 - 11.2. Open flames are strictly prohibited.

12. Liability

Vista is not responsible for damages resulting from third-party service failures or utility interruptions.

We look forward to hosting your event and creating an unforgettable experience!