

## General Terms and Conditions of Business

### Prices and rates

All prices for meals, drinks, overnight stays, etc. are inclusive of all taxes and charges and are valid until the publication of a new price list.

### Seminar room – rent

The fee agreed for course room rental applies only to the provision of the premises including standard technical equipment.

### Seminar room – cancellation fee

Cancellations must be made in writing.

Cancellation 14-28 calendar days before the beginning of the event: 50 % of agreed fee

Up to 13 calendar days before the beginning of the event: 100 % of agreed fee

### Seminar fee – cancellation fee

Cancellations must be made in writing.

No cancellation fee will be charged for cancellations received by the registration deadline.

In case of late cancellation and no-shows, we charge a cancellation fee of 100 % of the course fee. In case of no-shows at free events, we reserve the right to charge an administration fee of € 15. The cancellation fee is waived if you nominate a substitute who attends the course.

### Seminar fee – no reimbursement

In cases of illness or non-compliance with COVID-19 measures, the seminar fee will be charged.

### Rooms and meals – cancellation fee

From 4-14 calendar days before the beginning of the event: 50 %

Up to 3 calendar days before the beginning of the event: 100 %

### Training materials

Course material such as scripts or data storage devices must not be reproduced or disclosed to third parties without clear consent from the organisers or the speaker(s).

### Bringing food and beverages

Our hygiene regulations do not permit you to bring your own food and drinks.

Special arrangements can be made where a fee can be charged (corkage fee € 15 per bottle of alcohol).

Bildungshaus Schloss St. Martin • Kehlbergstraße 35, 8054 Graz

Tel.: +43 316 28 36 55 • E-Mail: [st.martin@stmk.gv.at](mailto:st.martin@stmk.gv.at) • [www.schlossstmartin.at](http://www.schlossstmartin.at)

UID-Nr. ATU37001007; Bankverbindung: Raiffeisenbank Graz-Straßgang,

IBAN AT63 3843 9000 0032 0028, BIC RZSTAT2G439

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Das Land  
Steiermark

→ Lebensressort

## **Pets**

Please leave your four-legged friend at home.

## **Publication of image and video recordings**

Image and/or video recordings may be made during events which may be published in various print and online media for marketing and advertising purposes. Please submit a written objection if you do not agree to the publication of image and/or video material in which you may be seen. The information on the General Data Protection Regulation is publicly displayed in the passage next to Reception.

## **Data privacy**

The privacy of your data is important to us. By sharing your data with us you consent to the automated processing of your data. The personal information of participants will be processed in compliance with the applicable data protection regulations and will be treated confidentially. We reserve the right to send you information about current and/or past events – if you do not wish to receive any such news please let us know in writing. For more information on data protection please refer to our website.

## **Parking**

We offer free parking for our guests. In front of Schloss St. Martin there are two disabled parking spaces and two loading bays for loading activities of up to 30 minutes.

## **Liability**

No liability can be accepted for items brought to the premises, not even in the event of theft, loss or damage. The approval of Schloss St. Martin is required if you would like to put up any decorations. The organiser shall be liable for any damage or loss of equipment or furnishings.

## **Copyright protection**

If music will be played at an event, the organisers shall register the event with the Austrian collecting society (AKM) in good time, and a confirmation of registration shall be presented to Bildungshaus St. Martin upon request.

## **Additional services**

All additional services will be charged at the rates of the applicable price list.

## **Use of the logo**

The use of the Land Steiermark logo and the logo of St. Martin on media and in printed form shall be agreed upon with Bildungshaus Schloss St. Martin.

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## COVID-19

The COVID-19 protection measures prescribed by law and stipulated by the Federal Ministry of Health apply at Schloss St. Martin. Bildungshaus Schloss St. Martin is not liable for the compliance with official COVID-19 measures by the guest organiser or its guests or third parties commissioned by the guest organiser.

## Billing

Invoices are due for payment within 14 days from receipt of invoice without any deduction

Bildungshaus Schloss St. Martin

Bank: RB Graz-Strassgang

IBAN: AT63 3843 9000 0032 0028

## Legal entity

Amt der Steiermärkischen Landesregierung

## Place of jurisdiction

Graz

Effective 01 Jan. 2023