

RAI Hotel Services
PO Box 77777, 1070 MS
Amsterdam, The Netherlands
Email: hotelservices@rai.nl
Telephone: +31 (0)20 549 1927

BOOKING POLICIES:

Guarantee Policy

A valid credit card is required to guarantee your reservation at an IASP World Congress on Pain hotel in Amsterdam. Your card will not be charged until you arrive onsite at the hotel.

Cancellation Policy

Notification of cancellations should always be made to the RAI Hotel & Travel Service directly and can only be accepted in writing or online via the email address listed above. Cancellations should be received before 16:00 hrs (CET) 2 days prior to arrival. Cancellations for reservations with arrival on Monday and Tuesday should be received by Friday before 16:00 hrs (CET). For cancellations and no-shows within that period, the hotel is entitled to charge the full stay. In case of no-show, your room will be cancelled at 12:00 noon the following day. If you are part of a group of 10 rooms and more, group conditions are applicable. AS your group manager for more information.

Changes Policy

Notifications of cancellations and changes should always be made to the RAI Hotel Services directly and can only be accepted in writing or online. In case your reservation is marked as being made via an affiliate provider changes and cancellations need to be made directly with the hotel. Cancellations and changes should be received before 16:00 hrs (CET) 2 days prior to arrival. Changes on reservations with arrival in the weekend or on Monday can only be processed if received before Friday 16:00 hrs (CET). If you do not check-in on your confirmed arrival date, without written notification, the hotel is entitled to charge a fee. When checking out before the confirmed departure date, the hotel is entitled to make an additional charge.

All other conditions are in conformity with the [Dutch Uniform Conditions of the Hotel Industry](#) (UVH)