



## Global Meeting Exchange Hosted Buyer Information

### Programme Inclusions

- Complimentary economy class flights from selected destinations
- Free access to educational sessions, team building activities and destination discovery programme

### Programme Exclusions

- Any personal extras at the hotel. These should be settled directly with the hotel upon your departure.
- Hotel upgrades / flight upgrades
- Visa application fees
- **Travel Insurance**

Please ensure that you have comprehensive travel insurance to cover your trip to attend the Global Meeting Exchange. This should cover:

1. Cancellation, Alteration, Curtailment, Rearrangement or Replacement – In the event of illness, personal injury or circumstances beyond your control which prevent you travelling to or from the exhibition as planned
2. Medical expenses – In the event that you need medical treatment or emergency repatriation
3. Personal property and business equipment – In the event of loss, theft or damage
4. Political and natural disaster evacuation such as war, floods or volcanic eruption
5. Personal liability
6. Death or personal injury

### Terms & Conditions

**Cancellations** If you wish to cancel your participation at the Global Meeting Exchange, you must provide written notice by e-mail direct to your Account Manager. The cancellation will not be effective until the participant has received a written acknowledgment from FRHI Hotels & Resorts.

**Cancellation fees** FRHI Hotels & Resorts incurs significant costs when accepting a buyer onto the programme. Therefore, once flights are confirmed, we will be obliged to charge a cancellation fee of £200 to partially cover the non-refundable cost of airfare.

**Flight changes** Once booked, travel change requests will be considered on a case by case basis. All travel changes will be subject to an administration fee levied by the airline in addition to any potential increase in fare. FRHI Hotels & Resorts will notify the buyer of the total costs to be incurred before proceeding with the flight change.