

# Terms and Conditions

## Openlab's Conference Center



### Booking

- Bookings should be done through Openlab's booking site <http://openlabsthlm.se/services/bookings/>
- Your booking needs to be done 48 hours before requested time.
- Your booking is not valid until you have received a confirmation-email.
- You have access to the room/rooms during the hours you have booked it. Time for preparations in the room should be included in the booking.
- Bookings are available for full hours.
- For special arrangements, contact Openlab's conference coordinator.
- Prices exclude VAT.

### Conference Facilities

- Multipurpose hall, 70 people
- Conference room, 14 people
- 4 Workshop rooms, 8-10 people

Access to catering by Opencafé, free WiFi, wardrobe for ca 100 people.  
Openlab's conference facilities are accessible for people with disabilities.

For room details and prices, see separate price list.

### Discounts

- Partners discount: 20 % on total price per event for Founding Partners
- Member discount: 20 % on total price per event for Openlab's co-working space members
- Full day (minimum 8 hrs) discount: See price list
- Half day (minimum 4 hrs) discount: See price list
- Quantity discount (in agreement with Openlab's conference coordinator):  
Additional 10% discount when booking 5 rooms/occasions at once.

### Billing

Invoice from "KTH fakturaservice" will be sent at the end of the month of the booking.  
Payment terms: 30 days. Prices exclude VAT.

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### Cancelation

- Bookings can be canceled free of charge up to two weeks prior to the booked date. Late cancelations are billed full price. (Special terms applies for cancelation/changing of catering)
- To change the date of a booking is considered canceling the original booking.
- To shorten the time of a booking is considered canceling a number of hours from the original booking. This may also affect full- and half day discounts.

For canceling or changing your booking details, contact [conference.center@openlab.se](mailto:conference.center@openlab.se).  
Cancelations are valid when confirmed.

### Catering

- Catering of food, beverages and refreshments is provided through Open Café.
- Food and drinks may not be brought to the facilities.
- Catering is invoiced separately, by Open Café/Lux.
- Catering cancelation terms – contact [emma@opencafe.se](mailto:emma@opencafe.se)

### Furniture and Equipment

- Multi-Purpose Hall: Requests concerning room setup should be made 2 workdays before the date of the booking. (Default room setup: Theatre seating, up to 70 chairs, or group seating, up to 10 round tables.)
- Showing of the conference rooms and technical equipment is offered upon request, free of charge. Showings are booked through Openlab's conference coordinator.
- Openlab generally have a conference host available during the bookings. If you need extra help by our conference personnel, contact the conference coordinator prior to the booking.
- The furniture and equipment for each room is specified in separate document.
- The room is set up according to your requests prior to the booking.
- Furniture and equipment should not be removed from the room.
- Additional furniture or equipment can be arranged, at the customer's expense. Openlab may deny such requests based on short notice or practicalities.

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### Additional Cleaning Fee

If the room left in such a state that extra cleaning is required, you will be charged with an additional fee of 700 kr.

The room should be left as you found it. Remove and used workshop materials and items you have brought. Make sure furniture and equipment that belongs to the room is in place.

### Lost and Found

Openlab do not take responsibility for lost/forgotten items. Found items can be collected by contacting the conference coordinator or conference hosts.

### Security

Emergency: call 112  
KTH emergency number: 08-790 77 00

### Contact

Openlab's conference center  
E-mail: [conference.center@openlab.se](mailto:conference.center@openlab.se)

Conference Coordinator, **Suzanne Duffour**,  
E-mail: [suzanne.duffour@openlab.se](mailto:suzanne.duffour@openlab.se), Phone: 0729 46 35 20

Catering, Open Café, **Emma Townsley**  
E-mail: [emma@opencafe.se](mailto:emma@opencafe.se) Phone: 0760 648752