

The Uniform Conditions for the Hotel and Catering Industry



This is an abbreviated version of the Uniform Conditions for the Hotel and Catering Industry (UVH). The provisions listed below are the only ones that thus far have been of practical importance in Heirloom's operations. The complete version can be found [here](#).

Article 1.13 - Cancellation

The communication in written form by the customer to the hospitality business that one or more stipulated hospitality services shall not be used, either in full or in part, or the communication in written form by the hospitality business to the customer that one or more of the stipulated hospitality services shall not be provided, either in full or in part.

Article 9.4.2 – Cancellation of a reservation

If a reservation has been made for a group, the following applies to the cancellation of that reservation.

The following percentages of the reservation value apply in case of cancellation that must be paid by the customer to the hospitality business:

More than 6 months before the reserved time	0%
More than 3 months before the reserved time	10%
More than 2 months before the reserved time	15%
More than 1 month before the reserved time	35%
More than 14 days before the reserved time	60%
More than 7 days before the reserved time	85%
Less than 7 days before the reserved time	100%

