

Dear colleagues,

We would like to inform you that the organizers have so far only received a relatively small number of registrations for our **Meeting of the Federation of European Tourist Guides** from 17 – 21 November, 2010, in Vienna.

Therefore it was decided to extend the deadline to **September 15, 2010**, in order to allow more colleagues to secure their hotel reservations. The weeks before Christmas with the popular christmas markets are a high season period in Vienna, and the cancellation policy at the hotels is very strict. For registrations received after September 15, we cannot guarantee accommodation at Hotel Hilton Danube.

Please help us by keeping the new deadline! Booking early will also help you save travel costs.

We would also like to add the following information:

All packages (full package and AGM Delegates package) are also available now **without hotel accommodation.**

We had several requests regarding the **cancellation policy**. Generally, our intention was to charge cancellation costs only in case actual costs incur (eg. at the hotel), so the information provided was rather vague. As this caused some insecurity, we would like to provide more detailed terms of cancellation:

Until 3 weeks prior to arrival:	handling fee € 50
3 weeks to 1 week prior to arrival:	50 % of package price
1 week prior to arrival and later	100 % of package price

We would like to thank the colleagues that have done the reservation in time!

If you have any further queries or concerns, please contact FEG delegate **Lisa Zeiler** (lisa.zeiler@gmx.at)

With best regards from Vienna,

Markus Griessler
Chairman
Vienna Chamber of Commerce
Tourism & Leisure Businesses

Gerti Schmidt
Vice Chairperson
Vienna Chamber of Commerce
Tourism & Leisure Businesses

Lisa Zeiler
FEG-Delegate