

Dear colleagues,

We would like to inform you that hotel rooms are still available for the **Meeting of the Federation of European Tourist Guides** from 17 – 21 November, 2010, in Vienna!

Please make your booking as soon as possible!

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

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