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## Sales Conditions: meetings and events

Any order implies on behalf of the customer the acceptance of these conditions.

## Payment

Any order implies on behalf of the customer the acceptance of these conditions.

I. The booking will be confirmed after receiving the contract signed and approved, and after receiving a deposit equivalent to 50% of the estimated total amount. The deposit can be received either through a bank transfer or a credit card payment (authorization document to be completed).

II. Payment of balance:

At departure time

or

Upon reception of the invoice: Only when billing details have been transmitted and a credit card authorization

form have been completed prior to the event

III. Changes and cancellations have to be written in details (e-mail or fax).

IV. By signing the hereby quotation, and mentioning 'Read, signed and approved', the customer fully accepts our general conditions. No further complaint, related to the current conditions will be accepted.

V. Bank details:

Restaurant Opéra, Luxembourg – M.M.L.C. S.à r.l.

BANQUE BCP

BMECLULL

LU56 0250 0458 9830 3000

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## Opera

100 rue Rollingergrund / 2440 Luxembourg / [opera-restaurant.lu](http://opera-restaurant.lu) / [info@opera-restaurant.lu](mailto:info@opera-restaurant.lu) / +352 26 25 86 07  
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## Cancellation

- I. Up to 7 calendar days before arrival day: 50% of total amount will be invoiced as cancellation fee
- II. Up to 3 calendar days before arrival day: 100% of total amount will be invoiced as cancellation fee

## Variation of number of guests

- I. Up to 3 calendar days before arrival date, no additional cost will be invoiced for any change in the number of participants.
- II. If a change in the number of guests occurs less than 3 calendar days before the arrival date, and in case of a decrease in the number of participants, the hotel will charge either the initial contracted number of guests or the number of guests communicated to the hotel at least 3 calendar days before the date of event.

## Choice and menu selection

- I. Choice of menus and dishes have to be communicated at least 7 calendar days before the event, as there is a very rigorous selection of products and suppliers. Below 7 calendar days, the Chef Mathieu Morvan will compose the menu according to the availability of products of the market and deliveries.
- II. The print of the menu in a traditional size A5 is included in our price lists. For any particular demand (personalized menu, name on the table, A3 table seating plan), a supplement will be applied based on the number of people.
- III. For the display of your logo, signage system and the menu, please send us the file up to 4 days before the event in vectorized format (Eps/Ai).

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## Information to be communicated

Definitive number of people:

Signage:

Display of your logo:  Yes  No

Logo must be sent in vectorized format (Eps/Ai), to the latest 4 days before the event.

Payment :  At the date of event upon guests' departure  
 Invoice to be sent

Invoices should be paid within 7 days after date of event. If the invoice is not paid within the 7 days, the client authorizes the hotel to charge the credit card number given upon completion of the credit card authorization form.

Billing address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact person: \_\_\_\_\_

Schedules confirmation: \_\_\_\_\_

Indicate another necessary information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Étienne-Jean Labarrère-Clavierie  
Co-owner

Your signature with the mention below  
'Read, signed and approved'

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