

## **Best Internet Rate Guarantee Terms & Conditions**

Rooms on the other web site must be publicly available, viewable and bookable on the Internet at the time of verification by Swissôtel Hotels & Resorts

Lower rate found must be for the same hotel, same type of accommodation, same stay dates, same number of guests, same benefits and with same payment conditions

Reservations for consecutive nights at a hotel are treated as one stay

To use this Guarantee, you must advise Swissôtel Hotels & Resorts within 24 hours of booking your room by submitting the online Best Internet Rate Guarantee Claim Form with your swissotel.com booking details

You must hold a confirmed reservation made through swissotel.com with a confirmation number

Guarantee does not include web sites or rates where the hotel brand and specific hotel are not known until the booking is made

Guarantee applies to only the lowest publicly available rate, bookable on swissotel.com. Specially contracted and membership rates are excluded

If a lower rate is found on any other web site due to currency exchange rate and / or rounding applied on the third party web site, the Guarantee does not apply

The claim forms shall be received during our usual business day from 9:00 am to 6:00 pm , Monday to Friday: UTC / GMT +8 hours