

Best Rate Guarantee: Terms & Conditions

Swissôtel Hotels & Resorts will honor that Competing Rate and provide an additional 50% discount off the Competing Rate per room on the first night if the claim is valid.

- For a claim to be eligible under the Best Rate Guarantee, it must be submitted through the claim submittal webform available [here](#).
- For the Competing Rate to be valid, it must be a currently available lower published online room rate for the same Swissôtel, the same dates, the same payment method, the same cancellation policy, the same number of guests, the same room type, with a similar view and room size, and include similar or additional value-added amenities (i.e: free breakfast, etc).
 - A claim must be submitted within 24 hours after, making a reservation through an official Swissôtel Website.
 - Swissôtel Hotels & Resorts will convert any Competing Rate offered in a different currency than the rate made available through the Swissôtel Websites, and may deny claims where it determines that the difference between the rates is due to exchange rate fluctuations. Swissôtel may deny claims where the difference between the Competing Rate and the rate on the Swissôtel Website is less than one percent.
 - Booking fees, extra adult fees, fees for children, etc will be included in the rate comparison. Taxes, gratuities, or any mandatory charges that may apply at Swissôtel (e.g., resort charges) will be excluded from the rate comparison.
 - Swissôtel Hotels & Resorts will compare the total room cost of a stay, and multiple claims for a stay consisting of two or more nights in the same week at the same Swissôtel Hotel or Swissôtel Hotels in close proximity may be treated as one claim for one stay, even if booked through more than one reservation.
 - The estimated value of value-added amenities (i.e.: free breakfast, etc) offered as part of a Competing Rate will be excluded from the rate comparison, and will not be provided by Swissôtel when honoring a lower rate.
- The Best Rate Guarantee does not apply to:
 - Unpublished or negotiated rates (i.e.: corporate discount rates, meeting rates, etc).
 - Rates requiring membership in a club or other organization, offered pursuant to direct mail or email solicitations, requiring discount codes or coupons, or otherwise not intended for the general public.
 - Rates offered by opaque providers (i.e.: Hotwire, Lastminute) that do not provide the name or location of the hotel until after a reservation has been made. Rates offered on on-request that does not provide immediate hotel confirmations.
 - Package rates (i.e.: rates that include a combination of a room and airfare, etc).
 - Existing reservations that are not booked through a Swissôtel Website or/and an incomplete claim form.
 - Swissôtel Hotels & Resorts may deny claims where the applicable Swissôtel will no longer be operating as a Swissôtel Hotels & Resorts on the date of the stay.
- Swissôtel Hotels & Resorts reserves the right to amend, revise, supplement, suspend or discontinue the Best Rate Guarantee and/or Best Rate Guarantee Terms at anytime in its sole discretion and without prior notice.