

“BEST PRICE GUARANTEED” Terms & Conditions

- The offer is only applicable if the request is submitted within 48 hours of your consultation or booking.
- If the difference between the lowest price and the one shown on www.privilegehotels.com is equal to or less than \$5usd, the additional discount will not apply.
- The rate found on another website must meet the same conditions as the net rate shown on www.privilegehotels.com:
 - Same hotel
 - Same room category and accommodation type
 - Same duration and dates of stay
 - Same conditions with regards to purchasing, cancellation, payment, booking modifications, etc.
 - Same number of guests
 - Same currency
- Only the person who made the reservation may claim a lower price.
- The lower rate must be published online and must be available to the public.
- If the lower online rate is for a reservation of several nights, the guarantee covers the final price of the full reservation, not the rate of each individual night.
- All requests are subject to verification by Privilege Aluxes. Privilege Aluxes will not accept screenshots or other documents that it suspects may have been altered, nor any other forms of proof that cannot be confirmed independently.

Privilege Aluxes reserves the right to refuse any requests that it considers fraudulent or altered in any way, or any requests that it suspects may be unusual or ill-intentioned, without prejudice to the exercise of any corresponding legal actions against the claimant.

Our Best Online Price Guaranteed does not apply to the following cases:

- Non-transparent websites that do not provide precise information about the rooms available, the specific hotel or the hotel destination, etc., until having completed the reservation.
- Rates reserved at www.privilegehotels.com that do not permit any changes, modifications or cancellations.
- Reservations made through travel sites with discounts.
- Rates that are part of a package. In other words, hotel rates that are part of a travel package that includes accommodation, airfare, transfers, etc.
- Rates that are not published, such as corporate rates, group rates, business meeting or conference rates, etc., which include discounts.
- Rates that are not published online, such as those offered by conventional travel agencies.
- Prices resulting from applying promotional codes and special discounts from the *bePrivilege* Loyalty programme are excluded from this offer.

Privilege Aluxes reserves the right to refuse claims for a lower room price from anyone not able to provide evidence of the availability of the lower price referenced in the claim. It also reserves the right to interrupt and modify the Terms and Conditions of the Best Online Price Guaranteed programme.