

## Valk.com best price guarantee conditions:

1. The guarantee cannot be applied to the following rate types:
  - Rates that are not publicly available, such as negotiated collective rates or group rates.
  - Discount rates exclusively offered to groups or individuals that meet prespecified criteria, including Valk account guests, senior citizens, politicians, etc.
  - Packages and rate packages that cover the room and other components such as travelling, car rent, entertainment and/or meals.
  - Packages and rate packages or special group rates in extension of the duration of the stay.
  - Negotiated rates for stays over 30 nights.
  - Rates available on advance booking sites.
  - Rates available for Van der Valk Corporate Accounts.
  - Rates available on websites, such as: „Priceline“ and „Hotwire“ that do not reveal the name of the hotel chain until after the reservation has been completed.
  - Prepaid or tour operator rates that involve a voucher (including electronic vouchers) for a hotel stay.
2. The Valk.com best price guarantee rate and the „Competitive Rate“ must be found within 24 hours after booking on valk.com and a full completed claim form is to be submitted for the same hotel, room type and reservation date. The applied terms of dissolution and advance booking must be similar.
3. Van der Valk Internet will verify the „Competitive Rate“ within 24 hours after receipt of your Claim and will inform you of the results. Because the Claim must be processed before check-in, you are to submit your Claim at least 24 hours before checking in.
4. When more than one rate is shown for the same hotel, reservation date and room types on a website that is affiliated with valk.com, you are to book the lowest rate in order to qualify for the guarantee.
5. The „Competitive Rate“ must be bookable (that is publically accessible) and verifiable by Van der Valk Internet or by the relevant Van der Valk hotel. When the „Competitive Rate“ is offered by a valk.com or Van der Valk Hotels & Restaurants affiliated company, you are to book this rate in order to qualify for the guarantee. Companies that are affiliated to Van der Valk and the valk.com website do not charge any dissolution costs. When the „Competitive Rate“ has been reserved by a company that is not affiliated to Van der Valk, Van der Valk Hotels & Restaurants shall not be responsible for any additional costs arising from cancelling a reservation.
6. Rate comparison takes place free of taxes, additional costs or costs related to room rates and the „Competitive Rate“ must be available at the moment Van der Valk Internet verifies the claim. Rate differences that are only caused by changes and/or differences in currency exchange are not covered by the guarantee.
7. When a claim form covers several night stays the rates per night are compared separately.
8. Van der Valk Internet is entitled to adjust or dissolve the guarantee at any moment without prior notification.

Filing a claim is very easy. Simply follow these instructions. Complete the claim form and send it by fax or e-mail with supporting documents to +31 (0)347 32 59 77 or [info@internet.valk.com](mailto:info@internet.valk.com). Please, read the conditions for further details.

The reserved rate and the „Competitive Rate“ are to be filled in and the completed claim form must be submitted within 24 hours and must apply to the same hotel, room type and reservation dates.

The form states all the necessary information for your claim. You must have made at least one reservation through a Van der Valk reservation channel with the hotel of your choice. This can be a booking through [valk.com](http://valk.com), the site of the Van der Valk hotel itself or a website that is owned by Van der Valk Hotels & Restaurants.

If you have found a lower rate on a website that is not owned by Van der Valk Hotels, you do not need to make a second reservation, but are to state the web address or submit visual material of where you found the lower rate.

We will contact you within 24 hours after you file the claim.

Van der Valk Internet BV, Postbus 103, 4130 EC Vianen, The Netherlands