



# VAN DER VALK

## BEST PRICE GUARANTEE

Our conditions:

1. The guarantee cannot be applied to the following rates:

- Rates that are not publicly available, such as negotiated rates or group rates.
- Discount rates exclusively offered to groups or individuals that meet the specified criteria, including Valk Account guests, seniors, political staff, etc.
- Packages and rate deals that include the room and other elements such as trips, car rental, entertainment and/or meals.
- Packages and rate packages or special group rates that extend the duration of the stay.
- Negotiated rates for stays over 30 nights.
- Rates that are available on pre-sale websites
- Rates that are available for Van der Valk Corporate Accounts.
- Rates that are available on websites like “Priceline” and “Hotwire”; that show the name of the hotel after the reservation is completed.
- Rates that have been prepaid or tour operator rates that include (electronic) vouchers for a hotel stay.

2. The valk.com best price guarantee rate and the “Competing Rate” have to be found within 24 hours of booking on valk.com and a fully filled in claim form must be submitted for the same hotel, room type and reservation date. Matching cancellation- and presale conditions must be applied. A print screen of the booking page (with all relevant booking information) added to the claim form is sufficient. Afterwards the guest should make the booking on the valk.com website and include these booking information with the claim form.

3. Van der Valk will check the “Competing Rate” within 24 hours after receiving the filed claim, and will notify you of the result. Because your claim has to be processed before your check-in you are obligated to submit your claim at least 24 hours before your check-in.

4. When there are multiple rates for the same hotel, reservation dates and room types are available on a Van der Valk Hotel website, you have to reserve the lowest rate to be eligible for the guarantee.

5. The “Comparing Rate” has to be available for reservation (so it has to be publicly available) and it has to be verifiable by Van der Valk Internet or the hotel. When the “Comparing Rate” is being offered through valk.com or a company affiliated with Van der Valk Hotels & Restaurants, you should make a reservation for that rate. Van der Valk and the companies affiliated with valk.com will not charge cancellation fees. When the “Comparing Rate” has been reserved with a company other than the ones affiliated with Van der Valk, Van der Valk Hotels & Restaurants is not responsible for any extra costs as the result of a cancellation.

6. Rate comparisons are made free of taxes, extra costs or costs that are the result of room rates and the “Comparing Rate” has to be available when Van der Valk Internet checks the claim. Rates that differ due to changes and/or differences in currency exchange rates are not included in the guarantee.

7. When a claim form consists of multiple overnight stays the rates are compared for each separate night.

8. Van der Valk Internet has the right to change the guarantee or to annul it at any time, without any preceding warning.

Filing a claim is easy. Follow the above mentioned instructions. Fill out the claim form and mail the form and supporting documents to [feedbackify@valk.com](mailto:feedbackify@valk.com).

The booked rate and the “Comparing Rate” must be filled in and the complete claim form must be filed within 24 hours and has to contain rates for the same hotel, room type and booking data.

Van der Valk Internet is facilitating. We will forward the claim to the responsible employee in the hotel concerned.

The hotel of your choice will contact you within 24 hours after they have received the claim through Van der Valk Internet.