



BEST RATE GUARANTEE

Best Rate Guarantee: Our guaranteed lowest rate and no booking fees, only at www.edencityhotels.com

Best Available Rate Guarantee!

Book online at www.edencityhotels.com and we guarantee you our best rates on the internet.

- The Eden Hotel Group Best Rate Guarantee means you get the Lowest Rate of that moment ONLY at www.edencityhotels.com
- If you find a lower rate on the day of your booking for the same room type, dates and length of stay with the exact same booking conditions and payment conditions, please contact the hotel of your choice. The hotel will match the rate, and then offer the room for free for the first night.

*Please note rooms on the other website must be publicly available and bookable on the Internet. See **Terms and Conditions** below for details.*

How to make a claim?

The Best Rate Guarantee is easy and hassle-free.

Let's walk you through it.

Step 1: You want to book a stay at one of the hotels of the Eden Hotel Group. Go to www.edencityhotels.com for the best available rate.

Step 2: If, on the day of your booking, you find a better rate on the internet for the same hotel, room type, length of stay and same dates with the exact same booking conditions and payment conditions.

Step 3: Then you make a print screen and call the hotel you would like to stay at their direct number.

Step 4: While on the phone with you, our employee will visit the website you are referring to, to verify the matching room type, dates and length of stay. This confirms that your claim meets our Terms and Conditions.

Step 5: Upon verification, the employee adjusts your reservation at the hotel of your choice of the Eden Hotel Group and will offer you the room for free for the first night.

It's that easy to get the Best Available Rate! No complicated procedures, no need to fill out forms and no waiting.





Terms & Conditions

The Eden Hotel Group guarantees to provide the best available rate for hotel room reservations at one of the hotels of the Eden Hotel Group available to the general public on the internet, subject to the following terms and conditions:

If you find a publicly available and immediately bookable room-only rate on the internet for the Eden Hotel Group ("Competing Rate") that is lower than the room rate available for the same reservation on www.edencityhotels.com (i.e. same type of room, same number of guests, same dates of stay and same length of stay and with the exact same booking conditions and payment conditions), on the same day of booking the reservation on www.edencityhotels.com please call the hotel of your choice of the Eden Hotel Group at their direct number.

Once the hotel of your choice of the Eden Hotel Group confirms the availability of the Competing Rate on the Internet, subject to room availability at the hotel of your choice of the Eden Hotel Group, we agree to match the Competing Rate for the same reservation, plus will give you the room for free for the first night.

This Guarantee does not apply to:

- Opaque or auction sites where the hotel brand and/or the specific hotel is not known until booking is finalized. Examples of these types of sites include but are not limited to Priceline and Hotwire.
- Websites that "package" travel, entertainment, hotel and/or food components such as airfare and hotel stay, hotel stay and car rental, hotel stay and restaurant voucher, etc. Examples of package websites include but are not limited to Site 59, Delta Vacations and Expedia.
- Packaged rates that include taxes, service charges, meals, coupons, parking, services or other amenities.
- Qualified discount rates including but not limited to Government, AAA or Senior Citizen Discounts.
- Unpublished, negotiated rates with corporations, travel agencies, groups, associations or other rates that are specifically agreed upon by hotel of the Eden Hotel Group and a specified and limited group, and are not publicly available.
- Fair and exhibition periods are excluded.

This Guarantee applies only to the room rate for the duration of the reservation and does not apply to taxes, gratuities, guest incidental charges, movie on demand system, food and beverage charges, resort fees, and any other fees or charges that you may incur during your stay. This Guarantee is subject to change or revocation at any time.

Amsterdam augustus 2007

