



BEST RATE GUARANTEE

Best Rate Guarantee: we guarantee the best available rate without booking fees.
Only at www.edencityhotels.com

Best Available Rate Guarantee

Book online at www.edencityhotels.com and we guarantee our best rates available on the internet for reservations for one night.

- 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 a different website with identical booking conditions (determined / specified under Terms & Conditions) you will be offered the same lower rate + an extra 10% discount on this lower rate for the first night.

How to make a claim?

The Best Rate Guarantee is plain and simple.

Let's walk you through it.

Step 1: You want to book a stay for one night at one of the Eden City Hotels.
Go to www.edencityhotels.com for the best available rate.

Step 2: During the time of booking you find a better available rate elsewhere on the internet for identically the same hotel.

Step 3: Make a print screen shot of the window in front of you showing the lower rate, which you can show the hotel upon request. Call the hotel (during Dutch local office hours only) where 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 and other conditions. This confirms that your claim meets our Terms & Conditions.

Step 5: Upon verification, the employee will adjust your reservation at the hotel of your choice and will offer you the room at the same lower rate + an extra 10% discount on this lower rate 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

Eden City Hotels guarantees to provide the Best Available Rate for hotel room reservations at one of her hotels available to consumers 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 ("Competing Rate") for one of Eden City Hotels' hotels, which is lower than the room rate available for the same reservation (with identical Terms & Conditions) on www.edencityhotels.com, please call the Eden hotel of your choice at their direct number. Once the Eden hotel of your choice confirms the availability of the Competing Rate on the Internet, subject to room availability at the hotel of your choice, we agree to match the Competing Rate for the same reservation and will furthermore offer you an extra 10% discount on this rate for the first night.

Terms & Conditions to which the lower tariff has to comply:

- Clients should have an Eden City Hotels booking confirmation made at the lowest net rate offered online through www.edencityhotels.com.
- The online net rate for one night found on another website needs to comply with the following conditions with regards to the Eden City Hotels best net rate;
 - o Identical hotel
 - o Identical room type
 - o Identical dates of stay and same length of stay
 - o Identical booking, cancellation and payment conditions
 - o Identical moment of booking
 - o Identical number of guests
 - o Identical currency
- Rates must be available to the general public and verifiable by Eden City Hotels employees
- The compared net rate need to be net of taxes such as City Tax or any other taxes related to the room rate. Rate must be available and bookable.

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



love
city
life



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.
- Off-line rates
- Variations of rates due to fluctuations and/or differences in the currency exchange. The exchange rate need to be the same as Eden City Hotels had at the moment of the reservation

Eden City Hotels will not be responsible for any penalties costs or fees related to cancellation policies of other Web Pages. Eden City Hotels will not be responsible for rounding differences in third party rate publications.

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, March 2012.

