

## Conditions „Best Price Guarantee“

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With the "Best Price Guarantee" we want to offer our guests the latest and best price every day. Should you nevertheless find a cheaper offer on the Internet, the difference will be refunded in the booked hotel, which is marked with "Best Price Guarantee".

### Requirements

- You have an existing booking at the hotel
  - It is really the same offer (product):
    - The competitor's offer concerns the same period
    - Is bookable online
    - Concerns the same hotel
    - It is the same room category
    - The arrival and departure days are the same
    - The prices must be able to be confirmed by the third party supplier on request

You must provide the hotel within 24 hours of booking with proof of more favourable offer. The following information is required:

- Send the hotel an e-mail with the following information
- Reservation or booking number
- A screenshot (screen copy) of the website with the listing of the cheaper offer. It must be clearly stated here:
  - Place
  - Detailed price listing
  - Room type
  - Type of occupancy
  - Date of stay
  - Services included in the price
  - Date and time of the comparison
  - The URL of the website (for example [www.booking.com](http://www.booking.com))

The following tariffs are excluded from the guarantee:

- Bookings that are made via non-transparent booking channels (such as via Priceline, where the name of the hotel is not disclosed until after the booking has been made).
- Bookings that are made via auction websites (such as ebay, animod).
- Package deals where additional services such as half board, airport transfer, massages etc. are included.
- Special prices for hotel accommodation in the form of promotions, bonus or loyalty offers, Group prices, conference prices, prices for members of associations or organisations, travel agency prices, media prices, employee offers, or similar special offers.
- Not published prices for hotel accommodation Price differences, which result from exchange rate, value added tax etc.
- Falsified proof of cheaper offers
- Evidence which cannot be confirmed by our employees

We reserve the right to change or amend the "Best Price Guarantee" conditions at any time, without informing the guest in advance. Already existing bookings, the "best price guarantee" is guaranteed.