

Lowest Internet Rate Guarantee

Every hotel reservation booked through an IHG web site is guaranteed to have the lowest rate publicly available on the internet or IHG will match a lower rate under the following conditions:

If you find a rate on a competing web site that is lower than the lowest rate shown on the 'Best Available' search of IHG web site, IHG will honor that rate for the nights for which the lower rate was found, plus give you an additional 10% discount off the lower rate found upon its verification by IHG.

For the purpose of the Lowest Internet Rate Guarantee, a competing web site is defined as a web site that is not owned by IHG.

Rooms on the other web site must be publicly available, viewable and bookable on the Internet at the time of verification. Lower rate found must be for the same hotel and same type of accommodations, and for the same dates. If a lower rate is found on a third party web site, but is lower due to the currency exchange rate and/or rounding applied on the third party web site, the Guarantee does not apply. Guarantee does not include rates that have been negotiated by the hotel with corporations, membership rates (e.g. AAA, Entertainment Card, Industry Rates), corporate rates, government rates, promotional rates or travel agency rates; only publicly available rates apply.

To use this Guarantee, you must advise IHG within 24 hours of booking your room by calling the applicable telephone number or by filling out the online Lowest Internet Rate Guarantee Form with your booking details. See the Terms and Conditions and an example of how the Guarantee works.

An example of how the Lowest Internet Rate Guarantee works:

- Step 1: View the Terms & Conditions and then book a one night's stay at the lowest available rate on the 'Best Available' search for a hotel in Atlanta, GA, (USA) on an IHG web site for a rate of \$100.00.
- Step 2: Within 24 hours, you find a rate of \$90.00 through another web site for the same hotel, same night and same room type (same number and type of bed(s)).
- Step 3: Contact IHG to claim the Lowest Internet Rate Guarantee.
- Step 4: Assuming your IHG web site booking is confirmed and the lower rate is available and bookable via a competing web site, the Guest Relations team will modify your room rate to \$81 to uphold our Lowest Internet Rate Guarantee policy! That's 10% better than the lower rate you reported.
- Step 5: Stay, content in the knowledge that you have booked the lowest Internet rate available for your room.