



# Best Rate Guarantee

- Best Rate Guarantee claim must be made within 24 hours of making your original reservation.
- Best Rate Guarantee does not apply to:
  - a. Rates not open to the public in general such as offers to some membership organizations, welfare programs, or contract corporations,
  - b. Rates that package the hotel room and other travel components such as flights, car rental, tours, etc.
  - c. Rates that we are not able to find on a competing website.
  - d. Rates under the different booking terms and conditions on a competing website.
- Best Rate Guarantee applies solely to reservations made through our official website. If you find a lower rate than what is offered on our website on another website, please contact us with the following information:
  - Name of the competing room provider,
  - Date and time of your original reservation,
  - Arrival/Departure date,
  - Name of the plan on our website if there is any,
  - Our room rate and competing rate.
- If we are able to verify your claim within 24 hours, we will offer the plan at the same rate.

**Hoshino Resorts**