



BEST PRICE GUARANTEE

Our terms and conditions:

1. The guarantee cannot be applied to the following rate types:

- Rates that are not publicly available, such as negotiated collective rates or group rates.
- Discount rates exclusively offered to groups or individuals that meet previously specified criteria, including Valk account guests, senior citizens, politicians, etc.
- Packages and rate packages that include the room and other components such as travelling, car rent, entertainment and/or meals.
- Packages and rate packages or special group rates extending the duration of the stay.
- Negotiated rates for stays of more than 30 nights.
- Rates available on advance booking websites.
- Rates available for Van der Valk Corporate Accounts.
- Rates available on websites such as for example "Priceline" and "Hotwire" that do not reveal the name of the hotel until the reservation is completed.
- Prepaid or tour operator rates regarding vouchers (including electronic vouchers) for overnight stay in hotel.

2. The valk.com best price guarantee and the "Competitive Rate" must be found within 24 hours after booking on valk.com and a fully completed claim form must be submitted for the same hotel, room type and reservation date. The same dissolution and advance booking regulations are to be applied. The guest must make the hotel booking through the valk.com website and cancel with the party with the "Competitive Rate".

3. Van der Valk Internet will verify the "Competitive Rate" within 24 hours after receipt of your claim and will notify you of the results. Since the Claim needs to be processed before checking in, you are to submit your Claim 24 hours before check-in at the latest.

4. When a valk.com related website (hotel's own website) displays more than one rate for the same hotel, reservation date and room type, you are to book the lowest rate in order to qualify for the guarantee.

5. The "Competitive Rate" must be bookable (that is publicly accessible) and verifiable by Van der Valk Internet or the relevant Van der Valk hotel. When the "Competitive Rate" is offered by a vank.com or Van der Valk Hotels & Restaurants affiliated company, you are to book that rate in order to qualify for the guarantee. Van der Valk and vank.com affiliated companies do not charge cancellation charges. When the "Competitive Rate" is booked by a non-Van der Valk affiliated company, Van der Valk Hotels & Restaurants shall not be responsible for any additional charges for cancellation of a reservation.

6. Price comparison takes place exclusive of taxes, additional charges or costs related to room rates and the "Competitive Rate" must be available at the moment Van der Valk Internet verifies the claim. Differences in rate that are solely due to changes and/or differences in exchange rate are not covered by the guarantee.

7. When a claim form covers more than one night, the rates for each night are verified separately.

8. Van der Valk Internet has the right to adjust or dissolve this guarantee at any time, without prior notification.

Submitting a claim is easy. Simply follow the instructions above. Complete the claim form and send it by fax or e-mail together with supporting documents to +31-347-325977 or info@internet.vank.com

The booked rate and the "Competitive Rate" are to be filled in and the fully completed claim form must be submitted within 24 hours and must concern the same hotel, room type and reservation date.

Van der Valk Internet has a supporting function. We will forward the claim to the responsible staff member of the relevant hotel.

The hotel of your choice will contact you within 24 hours after the hotel receives the claim from Van der Valk Internet.

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