

## **BEST RATE GUARANTEE**

### **I. DEFINITION**

If you book a room through [www.fullertonhotels.com](http://www.fullertonhotels.com) and within 24 hours find an equivalent offer on another site for the same hotel at a lower price, we will match the lower rate and extend a further 10% discount.

### **II. HOW TO SUBMIT A CLAIM**

Book a room on [www.fullertonhotels.com](http://www.fullertonhotels.com) to use this Guarantee. If within the following 24 hours you find a lower rate for an equivalent offer on another Internet site under the same booking conditions (**same hotel, same dates, same room type, same sales conditions, etc. and not valid with marketing affiliates**), you may submit a claim under the Best Rate Guarantee by completing the online claim form on the Fullerton Hotels' website.

For the purpose of the Best Rate Guarantee, a competing website is defined as a website that is not owned by The Fullerton Hotels or any of its partners or subsidiaries. Rooms on the competing website must be publicly available, viewable and bookable on the Internet at the time of verification. For more details, please refer to the full Terms and Conditions below.

### **III. TERMS AND CONDITIONS**

The Fullerton Hotels guarantees to provide the lowest room rate available on [www.fullertonhotels.com](http://www.fullertonhotels.com), subject to the following terms and conditions:

- A booking must have been made prior to the claim via [www.fullertonhotels.com](http://www.fullertonhotels.com)
- The competing rate must also be for the same number of guests.
- Guest must book the lowest available rate on [www.fullertonhotels.com](http://www.fullertonhotels.com), for the required accommodations, in order to qualify for the Best Rate Guarantee.
- The type of room for which the use of the Guarantee is sought, must be the same type of room as booked on [www.fullertonhotels.com](http://www.fullertonhotels.com).
- Guest must have a confirmed reservation and a system generated confirmation number.

The Fullerton Hotels' Best Rate Guarantee is not valid for the following:

- Websites or rates where the hotel's brand and the specific hotel are not known until the booking is made. This includes opaque and auction sites. (e.g. Hotwire and Priceline)
- Websites that package travel, entertainment, hotel and/or food and beverage components such as airfare with hotel stay or car rental with hotel stay, or airfare, hotel stay and restaurant voucher, and other such similar packaging.
- Packaged rates that include taxes, service charges, meals (food & beverage), coupons and vouchers, parking, services or other amenities.
- Rates that have been negotiated by the hotel with corporations, membership rates, government rates, promotional rates, travel agency rates (e.g. AAA, AARP, Industry Rates).
- Rates that are not accessible to the general public and available for reservation; expressly excluded are
  - Group rates
  - Corporate rates
  - Conference and seminar rates

- Specific promotional offers granting an additional discount after the booking is made (i.e. promotional codes supplied further to the registration in a newsletter)
  - Rates offered by 3rd party agents on their Apps
  - Rates offered by 3rd party agents for enrolled members
- Rates offered via on-request websites and mobile applications that do not provide immediate hotel confirmations, including, without limitation, any such websites or mobile applications that require five minutes or more to validate a reservation (e.g., Asiaweb and Ctrip)
- Rates found on websites or mobile applications that require an individual to be a resident of a certain jurisdiction in order to book such Competing Rates.
- Rates where the sales conditions associated on another Internet site are different from the sales conditions of the rate booked on [www.fullertonhotels.com](http://www.fullertonhotels.com), including but not limited to:
  - Prepayment and deposit requirements
  - Cancellation conditions
  - Conditions regarding modification of the reservation

#### Currency

- If the rate found on another Internet site is given in a currency different from that of the rate booked on [www.fullertonhotels.com](http://www.fullertonhotels.com), the hotel reservations department will convert the rate using the exchange rate which was available on [www.fullertonhotels.com](http://www.fullertonhotels.com) at the time of the initial reservation.
- The Fullerton Hotel Singapore reserves the right to refuse a claim, if the exchange rates used by both websites are different. Differences in currency exchange rates are excluded from the offer.

The Fullerton Hotels' Best Rate Guarantee applies only to the Room Rate for the duration of the reservation and does not include any taxes (unless otherwise noted), tariffs or fees imposed by government authorities on either The Fullerton Hotels or the guest for the duration of the guest's stay. Rates being compared to determine if Guarantee applies must both either be with taxes included, or without taxes included.

The Best Rate Guarantee applies to the same room category as booked on Fullerton Hotels' websites. The room category claimed for must be available and bookable on another website at the time of verification by the Fullerton Hotels' staff.

A Best Rate Guarantee Reward for any valid Best Rate Guarantee claim will only be available for up to three (3) guest rooms per confirmed reservation.

The Fullerton Hotels reserves the right to deny a claim, if it cannot independently verify the availability of a Competing Rate at the time it processes the claim.

The Fullerton Hotels has the sole right and discretion to determine the validity of any claim, including without limitation, determining that the Competing Rate is genuinely available and that the claim meets all terms and conditions. In any case of dispute, The Fullerton Hotels' decision is final.

#### IV. FILL IN THE CLAIM FORM

The online claim form can be accessed on the Fullerton Hotels' Internet site. The mandatory fields on the claim form must be properly completed, and the required supporting documents must be attached to the claim. Claims that are incomplete or

incorrect, or that include illegible or incomplete supporting documents, will not be processed.

A completed claim may be made within the 24 hours following the booking made on any Fullerton Hotels' Internet site, as attested by the time on the booking confirmation, and 72 hours before the scheduled arrival at the hotel. If the original booking was made within the 72 hours preceding the arrival at the hotel, the Best Price Guarantee does not apply.

#### V. LIABILITY

The Fullerton Hotels declines any responsibility regarding any expenses that may arise from cancelling a reservation, for all reservations made on any Internet site other than The Fullerton Hotels' websites.

The Fullerton Hotels reserves the right to amend, revise, supplement, suspend or discontinue the Best Rate Guarantee or these Best Rate Guarantee Terms at any time in its sole discretion and without prior notice.