

## BEST RATE GUARANTEE – TERMS & CONDITIONS

**OUR PROMISE: that if you do find a lower rate on a competing website that is lower than our lowest rate shown on the “Best Available Rate” search (packages and promotions excluded), we will not only match that rate, we will also give you an additional 10% off the lower rate!**

Berjaya Hotels & Resorts (BHR) guarantees to provide the lowest room rate available on [www.berjyahotel.com](http://www.berjyahotel.com) for any of its hotels or resorts as listed on the website, subject to the following terms and conditions:

- A competing website is defined as a website that is not owned by BHR.
- Guest must have a confirmed reservation (with confirmation number) that is booked online for any one of our Berjaya Hotels & Resorts as follows:

### PROPERTY

- Berjaya Times Square Hotel, Kuala Lumpur - Malaysia
- Berjaya Langkawi Resort - Malaysia
- Berjaya Penang Hotel - Malaysia
- Berjaya Tioman Resort - Malaysia
- Berjaya Beau Vallon Bay Resort & Casino - Seychelles
- Berjaya Praslin Resort - Seychelles
- Berjaya Singapore Hotel - Singapore
- Berjaya Hotel Colombo - Sri Lanka
- Berjaya Eden Park London Hotel - United Kingdom

\* This guarantee is not applicable for the following properties:-

- Berjaya Manila Hotel - Philippines
- The Taaras Beach & Spa Resort - Redang Island, Malaysia
- Colmar Tropicale, Berjaya Hills - Malaysia
- Berjaya Hills Golf & Country Club - Malaysia

- Claim must be made within 24 hours of the confirmed reservation booked online on any one of the BHR brand websites as listed above.
- Rooms on the competing website must be publicly available, viewable and bookable on the Internet at the time of verification. One way to confirm availability is to provide a screenshot of the competing website with the lower rate that proves availability. You do not, however, need to book the rate. A screenshot from the competing website that shows the rate but does not show that it is available and can be purchased will not be accepted.
- Both the original BHR online booking room rate and the competing rate must be room only without inclusions like taxes, meals, transportation, other services, etc.
- The lower rate found on competing website must be for the exact matching booking requirements as the original BHR online booking, i.e. same hotel, same number of guests, same type of accommodations (including same type of bedding), and for the exact same date.
- In the event of a multiple night stay, the Best Rate Guarantee will compare the pre-tax total room cost of the stay as booked at the original BHR online booking with the pre-taxed total room cost of the stay booked on a competing website with substantially similar rate limitations.

### BERJAYA HOTELS & RESORTS

a division of Berjaya Land Berhad (201765-A)

- If a lower rate is found on a competing website, but is lower due to the currency exchange rate and/or rounding applied on the competing website, this guarantee does not apply.
- Claims cannot be filed within three (3) days of arrival. BHR will verify the availability of the competing rate before honoring a claim; we cannot guarantee that this process will occur for reservations booked within 72 hours of arrival.
- This guarantee does not apply to:
  - Opaque or auction sites where the hotel brand and/or the specific hotel is not known until booking is finalized (e.g. Priceline, Hotwire, etc.)
  - Websites that “bundle” or “package” travel (e.g. airfare, car rental, etc.), entertainment (e.g. theme park tickets, spa, etc.), hotel stay and/or food components (e.g. restaurant voucher, dinner, meals, etc.)
  - Packaged rates that include taxes, service charges, coupons, parking, meals, services, or other amenities.
  - Qualified discount rates (e.g. AAA rates, AARP rates, convention rates, Government rates, Travel Industry Discounts, Long Stay, direct marketing offers, etc.)
  - Unpublished, negotiated rates with corporations, travel agencies, groups, associations or any other rates not available to the general public, including rates to memberships of clubs, affinity programme, or other organisations where rates are specifically made available to a specific group of individuals.
- Only one (1) 10% discount per night will be honored regardless of the number of competing lower rates found.
- BHR 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 & conditions. In case of dispute, BHR’s decision is final.
- This guarantee is subject to change or can be revoked at anytime.

**BEST RATES GUARANTEE CLAIM FORM**

**Guest Information**

**Full Name on Reservation:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Country:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax :** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**Reservation Information**

**BHR Confirmation No.:** \_\_\_\_\_

**Hotel/Resort:** \_\_\_\_\_

**Arrival Date:** \_\_\_\_\_ **Departure Date:** \_\_\_\_\_

**BHR Confirmed Rate:** \_\_\_\_\_ **Lower Rate:** \_\_\_\_\_

**Website address where lower rate was found:** \_\_\_\_\_

**Proof submitted:** \_\_\_\_\_

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**I hereby acknowledge that I have read and understood all [Terms & Conditions](#) as stipulated in accordance to Berjaya Hotels & Resorts' Best Rate Guarantee.**

**Signature:** \_\_\_\_\_

**Date of claim submitted:** \_\_\_\_\_

PLEASE FAX OR E-MAIL THE ABOVE COMPLETED FORM, ALONG WITH THE APPROPRIATE FORM OF EVIDENCE TO +603 2148 8520 or [e-Business@berjayahotel.com](mailto:e-Business@berjayahotel.com)