



## Best Available Hotel Rate Guarantee

Carlson Wagonlit Travel (CWT) shall offer to its clients and their travelers (Clients) the best applicable hotel rate available at the time of booking at a participating hotel in the *CWT Hotel Programme* or RoomIt Rates program, for bookings created utilizing the rate access code(s) CWT or CWV. This guaranty applies to CWT booked and confirmed hotels.

If the Client finds a lower available hotel rate for the same hotel booked by CWT in another publicly available channel, CWT will refund the difference between the original CWT best applicable rate that has been booked, and the lower rate found by the Client up to a maximum of USO \$500.00. The refund will be processed after travel has been completed and proof of rate paid at hotel booked by CWT has been provided by the Client.

### Terms and Conditions

- Acceptance:** The Client will be deemed to have accepted these terms and conditions when claiming a lower rate.
- Same conditions:** The rate found by the Client will be compared to the rate booked by CWT. The rate must be a publicly available and hotel-only rate for the same hotel, same room type, same occupancy (number of guests), same dates, same meal plan, same booking/cancellation/modification conditions, same payment terms, same amenities, same currency, and the same country as the original booking.
- Same day rate:** Only the rates found by the Client prior to the CWT closing hours (as per the client agreement with CWT) will be included in the scope of this guarantee.
- Notifying CWT:** The claim must be made by the Client the day of the booking prior to CWT closing hours or before the applicable cancellation terms of the hotel for the original booking, whichever is earlier. The claim must be submitted in English on the online claim form via CWT website: [www.carlsonwagonlit.com](http://www.carlsonwagonlit.com)
- Required claim information:** The Client must provide CWT the online claim form with a screenshot of the lower rate found, including all charges and taxes and confirming the availability of the lower rate for booking, as well as the CWT booking locator reference CWT may verify the screenshot. The claim will be logged with a claim reference. After travel completion, the Client should also provide proof of rate paid at the hotel (with copy of the hotel bill the showing room rate paid).
- Refund & fees:** If CWT can verify the claim, CWT shall pay the refund to the Client as described in its response to the Client's claim. Also, if CWT finds that 5 successive claims from the same Client are not valid, CWT may charge the Client an administrative fee of USO \$ 50.00. The maximum liability of CWT per claim is USO \$500.00 or the equivalent in another currency (regardless of the length of stay).
- Clarification:** To be clear, this guarantee does not apply if the Client finds a lower rate using loyalty points or membership agreements or special promotions; or if the difference in rate results from a GOS imposed surcharge; or if CWT can prove that a rate difference was beyond its control, such as the rate not being loaded or incorrectly loaded by the hotel in the GOS.
- CWT clients:** This guaranty applies only to the Clients of CWT, serviced by CWT or on behalf of CWT by CWT's international partners in the territories listed on the website.
- Changes:** CWT may change the terms of this guaranty at any time. This guaranty shall remain valid until withdrawn by CWT.

