



## **Terms and Conditions**

### **Visa Luxury Hotel Collection**

#### **Promo Offer :**

Enjoy Upgrades & VIP privileges at participating luxury hotels and resorts with Visa Luxury Hotel Collection

**Promo Period :** valid until 31 December 2024

#### **Redemption Instruction :**

Book a participating hotel online at [www.visaluxuryhotels.com](http://www.visaluxuryhotels.com) or call Visa Concierge.

#### **Terms and Conditions :**

Best Available Rate Guarantee:

We guarantee the best publicly available rates whenever you book with the Visa Luxury Hotel Collection.

If you find a lower room rate\* on another website within 24 hours of making a booking with us, we will match the rate.

\* The lower rate found must:

- Have identical booking requirements and policies for payment and cancellation as your Visa Luxury Hotel Collection booking.
- Be for the same hotel, room type, stay dates/length, and number of guests.
- Be publically viewable and verifiable on the other website.
- Be for room only, exclusive of other benefits or perks.

Full terms & conditions are below:

- To make a claim, simply complete our Best Available Rate Guarantee online claim form within 24 hours of making a booking with us. We will review your claim and contact you within 48 hours.
- Please note: hotel cancellation policies vary greatly. Many of our hotels are flexible and allow cancellation up to 24 hours in advance of your stay. The Visa Luxury Hotel Collection understands that sometimes travel plans change, and therefore does not charge additional change or cancel fees.

Best Available Rate Guarantee Terms & Conditions:

The Visa Luxury Hotel Collection guarantees the best publicly available rates for all of our hotels, subject to the following terms and conditions:

- The Best Available Rate Guarantee online claim form must be completed in full within 24 hours of making your Visa Luxury Hotel Collection booking.
- Claim must include the lower rate and exact link (URL) where it can be confirmed.
- The following rates do not qualify:
  - (a) Pre-paid, non-cancellable, and/or non-refundable rates.

(b) Rates available on auction or flash sale websites like (but not limited to) Priceline or Hotwire.

(c) Reward program rates, corporate/group rates, government rates and/or other rates not available to the general public.

(d) Packaged rates that include the room with other travel and/or entertainment goods and services such as (but not limited to) airline tickets, car rentals, or show tickets.

- If we verify the lower rate, your nightly rate will be adjusted to reflect it.

- The rate and/or benefits cannot be combined with hotel specific special offers or packaged promotions or other rates not publically viewable.

- The Visa Luxury Hotel Collection has the sole right to determine the validity of any claim.

- The Visa Luxury Hotel Collection has the discretion to determine if a competing rate is genuinely available.

- In the case of a dispute, the Visa Luxury Hotel Collection's decision is final.

- The Visa Luxury Hotel Collection reserves the right to modify this Best Available Rate Guarantee at any time.

Automatic Room Upgrade Upon Arrival:

Upon availability at check-in, you will be upgraded to the next highest room class for the duration of your stay.

Complimentary In-Room Wi-Fi:

Upon check-in you will be provided with complimentary internet access, if available, for the duration of your stay.

Complimentary Continental Breakfast Daily:

For the length of your stay, you and one guest will receive complimentary continental breakfast daily. If the hotel does not offer continental breakfast, they will offer another dining or other benefit of equal value based on local market rate.

US\$25 Food or Beverage Voucher:

During your hotel stay you will receive either a US\$25 voucher at check-in good for food/beverage within the hotel or a US\$25 credit at check-out. Limit of one US\$25 credit per room, per stay. A stay is defined as consecutive nights spent at the same hotel, regardless of check-in/check-out activity. Any charges over and above the credit described above will be applied directly to your account to settle upon departure. Credit has no cash value and is not valid on room rate or third party services.

VIP Guest Status:

As a guest through the Visa Luxury Hotel Collection, you will be recognized within the hotel as a VIP Guest. VIP Guest services and amenities differ by property.

3PM Check-out Upon Request:

Late checkout is available upon request, upon availability by the hotel. At the time of check-in, or during the course of your stay, you may contact the front desk and request late checkout up to 3 p.m.

\* In cases where one of the benefits is not available at a hotel, the hotel may provide a substitute benefit of equal value. Some hotels may provide one of the benefits as a standard feature of the room being booked. In those cases, the hotel may or may not provide a substitute benefit of equal value. Resort fees that cover any of the benefits are not reimbursable. Reservations must be booked either on a Visa Luxury Hotel Collection website or through Visa Concierge for benefits to apply. Some properties may require a minimum night stay or require the booking of certain room categories to receive the additional complimentary benefits. Please consult the terms and conditions for each property.