

General Terms & Conditions

Vienna House (VH) guarantees that our guests will receive the best rate available when buying via any of the following VIENNA HOUSE direct channels:

- official VH website (<http://www.viennahouse.com>)
- directly at the Hotel
- Via any Travel Agent which books via the Global Distribution System.

We guarantee that our guests will not find the same room for the same hotel, with the same booking conditions, cheaper through any third party or otherwise we will match the cheaper rate and offer you a food and beverage voucher in the value of €30.

The guest must provide VH with a booking confirmation (in written form which includes the reservation number) from the VH direct channel where the reservation has been made. The guest must then also provide the following information with the Best Rate Guarantee claim:

- Name of the booking channel (website) where a cheaper rate is bookable
- A print screen of the Internet site
- A print screen of the Internet site where the rate and booking conditions are listed.

The claim must be sent to VH within 24 hours of having made the booking via one of the above-mentioned channels. Vienna House will check the claim and contact the guest within 24 hours after receipt (Mon-Fri 09:00 – 18:00).

If the claim is accepted, Vienna House will match the lower price as well as offer the guest a EUR 30,00 food and beverage voucher. The Best Rate Guarantee applies to all hotels which are managed by Vienna House.

The following rates are excluded from the Guarantee

- Reservations made via Opaque channels (ex: where the hotel name is only revealed after booking such as priceline)
- Reservations made via web auctions (ex: ebay, animod)
- Packages where any other services such as halfboard, airport transfer, massages etc. are included.
- All contracted rates which are confidential and not available to the public such as corporate rates, government rates, travel agent discounts, Conference and Group rates, rates for long-stays and special offers sent via direct mailings
- Packages or group-add on rates that extend the length of a stay.
- Rate discrepancies which may arise due to currency exchange, VAT etc.

VIENNA HOUSE

The following criteria must be identical in order for the Best Rate Guarantee to come into effect

- Arrival & Departure date
- Number of adults & children in the room
- Room Category
- Services included (such as breakfast)
- Booking conditions such as cancellation period, deposit payments or change of booking conditions

One claim may be submitted per stay. A stay shall be defined as the total number of consecutive nights, spent by the same guest at the same hotel.

Vienna House keeps the right to alter the conditions of the Best Rate Guarantee at any time.

VIENNA HOUSE HOTELMANAGEMENT GMBH

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