

IF YOU FIND A BETTER DEAL WE WILL TOP IT...

We will reimburse you the difference and also **take an extra 3% off** the final booking price.

What is the best online Palm Beach guaranteed rate?

Whenever you book with www.palm-beach-hotel.com you are getting the best rate guaranteed.

This means you can go ahead and book your stay knowing that you are buying at the best price, and that in the unlikely event that another website offers the same booking at a cheaper price we will quickly and easily match it and also apply an extra 3% discount to the final booking price.

What should I consider?

To apply the guarantee, the difference should be with an identical hotel booking, i.e. same hotel, same room type, same board basis, same dates, same number of guests, same currency, same price restrictions, for the whole stay, as well as the same rates, taxes, handling costs and other costs derived from the service that the other website includes in the booking. The difference should be reported within 48 hours of making your booking through www.palm-beach-hotel.com

What do I do if I find the same booking at a lower cost?

Tell us through the contact form **Request equal rates** on the help page, within 48 hours of making your booking at www.palm-beach-hotel.com.

On said form you must provide us with the following information:

- Your contact details: full name, email address, phone number, country and processing method.
- Booking number (locator No.).
- Screen shots of the websites where you have seen the cheaper rate advertised. The date and time of these screen shots must appear.

We will review your details here at Palm Beach and answer you by email within 2 working days.

Once we have accepted your request, we will return the difference on your credit or debit card, where applicable, within 3 working days. The amount will appear on your account in line with your card settlement periods. This depends on your bank.

Additional terms and conditions

The **guaranteed best online rate** does not apply if:

1. Requests are presented more than 48 hours after making your original booking through www.palm-beach-hotel.com.
2. A confirmed booking has not been made with www.palm-beach-hotel.com.
3. There are errors in the uploading or publication of the prices on the other website.
4. The cheapest rate found is the result of the application of non-published confidential rates which require a user name and password to be able to see the indicated rate, or are made with a discount code or voucher; as well as corporate rates with a discount, business rates,

group rates, events or meeting rates, any type of receipt book, etc

5. The 3% additional discount only applies when the difference is more than 5€