

Conditions “Best Price Guarantee”

With the “Best Price Guarantee”, we want to offer our guests the most current and best rates every single day. If, however, you happen to find a cheaper offer on the Internet, your booked “Best Price Guarantee” hotel will reimburse you the difference.

Conditions:

- You have an existing booking at the hotel in of the Radstadt’s Best Price Guarantee accommodations
- This is an instance of the same offer (product):
 - ✓ The competing offer applies to the same timeframe
 - ✓ Is bookable online
 - ✓ Applies to the same hotel
 - ✓ Applies to the same room category
 - ✓ Applies to the same arrival and departure dates
 - ✓ The prices must be confirmable upon request by the third-party business
- You must provide the hotel with evidence of the cheaper offer within 24 hours of having completed your booking.
- In order to do so, the following information must be provided:
 - Send the hotel an e-mail with the following information:
 - Reservation or booking number
 - A screenshot of the website with a listing of the cheaper offer.
 - This must be clearly legible:
 - Location
 - Detailed price listing
 - Room type
 - Type of occupancy
 - Dates of stay
 - Services included in the price
 - Date and time the comparison was made
 - The URL of the website (for example www.booking.com)

The following rates are excepted from this guarantee:

- Bookings which are made through non-transparent booking channels (such as Priceline, where the name of the hotel is only provided after the booking has been made)
- Bookings which are made through auction websites (such as eBay, animod)
- Package offers for which additional services such as half-board, airport transfer, massages etc. are included
- Special rates for overnight hotel accommodations in the form of specials, bonus or loyalty programs, group rates, conference rates, prices for members of associations or organizations, travel agency prices, media prices, employee offers or similar special offers
- Non-published prices for hotel accommodations
- Price differences resulting from currency exchange rates, VAT etc.
- Fake evidence of cheaper offers
- Evidence which cannot be confirmed by our staff

We reserve the right to amend, supplement, suspend or terminate the conditions of our “Best Price Guarantee” at any time, without having to notify the guest about this in advance. The “Best Price Guarantee” applies to already existing bookings.