

## **BEST PRICE GUARANTEED**

HCC Hotels guarantees you will always find the best prices throughout the year on our official website.

If, after booking a room via our website [www.hcchotels.es](http://www.hcchotels.es), you find a cheaper one somewhere else on the Internet, with the same booking conditions, we promise to match the lower price found.

### **Terms and Conditions**

1. Within 24 hrs of receiving confirmation of your booking via our website [www.hcchotels.es](http://www.hcchotels.es) you must send an e-mail to [reservas@hcchotels.es](mailto:reservas@hcchotels.es), providing the following details: your name, number of the booking made via [www.hcchotels.es](http://www.hcchotels.es), and the website (exact address) where the lower price was found. If the information provided is incomplete or incorrect, your e-mail will not be considered.
2. The guarantee does not apply to same-day bookings.
3. Only bookings that can be made via the Internet and which HCC can verify will be considered. Screenshots will not be accepted as evidence.
4. The rate found must correspond to the following conditions for the booking rate on HCC Hotel's website:
  - Same hotel.
  - Same type of room and bed.
  - Same dates and duration of stay.
  - Same booking terms regarding: purchase, cancellation, payment, pre-payment, changes to the booking, etc.
  - Same currency.
  - Same number of guests.

### **The best price guarantee will not apply if:**

1. The rate is not publicly guaranteed, i.e. group rates, company rates, negotiated rates, etc.
2. If you book via a website that does not reveal the name of the hotel until the booking is made, i.e. an opaque rate.
3. The room has been partially or fully booked using:
  - A special promotion offered by the hotel you have booked with.
  - A voucher or coupon.

4. It is not an online rate.
5. The rate published on the website when enquiring or making the booking is incorrect.
6. You cancel the booking or do not show.

#### **Other considerations**

1. If the booking is for several nights, the guarantee will only apply to the final price of the stay and not to the partial price of any one night in particular.
2. In no event shall HCC Hotels be responsible for penalties or other costs or expenses arising from the cancellation of bookings, or incorrect prices published on third-party websites.

If, for any of the above reasons we are unable to match the lower offer, the booking made on our website will remain in effect, as will the confirmed terms of cancellation.

Once we receive your e-mail request we will contact you to inform you of the final status of your reservation.