



## Complete Terms and Conditions

### Terms & Conditions for Hotels outside the USA, Canada, Mexico, & Puerto Rico (except the Caribe Hilton & Ponce Hilton)

When you next make a room booking, we guarantee that you will always be offered the best possible rates providing you book through our website, through Hilton Reservations & Customer Care or direct with our hotels. In fact, we are so confident with our best rate guarantee, that in the unlikely event you do find a cheaper rate elsewhere within 24 hours of your booking, we will, once we verify your claim, not only match the lower the rate but we will also adjust your bill by an additional US \$50 (or local currency equivalent), subject to the following terms and conditions:

- You must have a confirmed retail reservation made:
  - On any of the Hilton Family websites (hilton.com, conradhotels.com, doubletree.com, embassysuites.com, hamptoninn.com, hiltongardeninn.com, homewoodsuites.com, hiltonhhonors.com, hiltonfamily.com, hiltonworldwide.com, waldorfastoriacollection.com and hgvc.com, hilton.co.uk, hilton.co.jp, hilton.de);
  - Through Hilton Reservations & Customer Care,
  - Directly at a hotel; or
  - Through an IATA accredited retail travel agent professional ("Travel Agent") booking through a Hilton family channel or the following Global Distribution Systems (Amadeus, Apollo/Galileo, Worldspan and SABRE).
- You or your Travel Agent on your behalf must complete and submit a claim form to Hiltons claim department in accordance with the claim forms instruction, or you must call 00 800 888 44 888 and follow the telephone representatives instructions to process the claim. Your claim must be received within 24 hours of the time the original reservation was confirmed and at least 72 hours prior to arrival at the hotel.
- The Same Accommodations must be available for purchase at the time your claim is submitted.
- Only one claim may be submitted and is eligible for each stay. For purposes of Our Best Rates. Guaranteed., a stay shall be defined as the total number of consecutive nights spent by the same guest, guests, or subset thereof, at the same participating hotel, without regard to whether a guest checks out and checks back into the participating hotel again.
- Earning of HHonors® Points & Miles® is subject to HHonors terms and conditions.
- Hilton International reserves the right to modify or cancel this offer and the terms and conditions at any time in its sole discretion.
- **Our Best Rates. Guaranteed. OFFER DOES NOT APPLY to the following:**

- Hilton Family hotels inside the United States, Canada, Mexico and Puerto Rico (other than the Caribe Hilton and Ponce Hilton). See below for terms and conditions relating to Our Best Rates. Guaranteed., offer for Hilton Family hotels inside the United States, Canada, Mexico and Puerto Rico (other than the Caribe Hilton and Ponce Hilton).
- Reservations booked through a non-Hilton Family booking channel or a non-designated GDS, third party websites or any other channels.
- Rates available on "opaque" websites where the hotel brand and specific hotel are not known until the booking is made (e.g., Priceline.com, Hotwire.com).
- Hotel packages (e.g., Romance, Park & Fly, Theatre Breaks) or travel packages which may include hotel, airfare, car rental, food and beverage offers or other similar packages or amenities.
- Discount or negotiated rates not available to the general public, including but not limited to the following rates: membership (e.g., Saga), corporate, government, promotional, unpublished, Senior HHonors<sup>®</sup>, employee, offline wholesale/FIT, pre-paid rates which may include a voucher (including electronic vouchers), group or other specially negotiated rates.
- Reservations made within 72 hours of day of arrival.
- Taxes, gratuities, service charges, early departure fees, or other fees and incidental charges.
- Rate disparities due to fluctuations, rounding, or differences in the currency exchange rates are excluded from the offer.
- Only one claim may be submitted and is eligible for each stay. For purposes of Our Best Rates. Guaranteed., a stay shall be defined as the total number of consecutive nights spent by the same guest, guests, or subset thereof, at the same participating hotel, without regard to whether a guest checks out and checks back into the participating hotel again.

## **Terms & Conditions for Hotels inside the USA, Canada, Mexico & Puerto Rico (except the Caribe Hilton & Ponce Hilton)**

Hilton guarantees that if you make a reservation on a Hilton Family website, Hilton Reservations & Customer Care or directly at a Hilton Family hotel and then find a lower rate on some other booking channel, we'll match it, plus give you a US\$50 American Express<sup>®</sup> Gift Cheque, subject to the following terms and conditions:

- You must have a confirmed reservation made on any of the specified Hilton Family websites (hilton.com, conradhotels.com, doubletree.com, embassysuites.com, hamptoninn.com, hiltongardeninn.com, homewoodsuites.com, hiltonhhonors.com, hiltonfamily.com, hiltonworldwide.com, waldorfastoriacollection.com and hgvc.com, hilton.co.uk, hilton.co.jp, hilton.de), Hilton Reservations Worldwide, directly at a hotel, or retail reservation made by an IATAN accredited retail travel agent professional ("Travel Agent") only through a Hilton Family booking channel or these designated GDS (Amadeus, Apollo/Galileo, Worldspan and SABRE) for a stay at a Hilton Family hotel located within the United States, Canada, Mexico or Puerto Rico.
- You must find a lower publicly available rate on a non-Hilton Family booking channel (except for "opaque" websites) for the Same Accommodations (as defined below) within twenty-four (24)

hours of booking your reservation. The term "Same Accommodations" is defined as the same accommodations at the same hotel with the same dates of stay, same length of stay, same number of guests, same room type, same cancellation and advance purchase policies, and the same terms and conditions governing the room rate.

- You or your Travel Agent on your behalf must complete and submit a claim form to Hiltons guest assistance department in accordance with the claim forms instruction, or you must call 1-800-HILTONS (International: 00 800 888 44 888) and follow the telephone representatives instructions to process the claim. Your claim must be received within 24 hours of the time the original reservation was confirmed and at least 72 hours prior to arrival at the hotel.
- The Same Accommodations must be available for purchase at the time your claim is submitted.
- Once we verify the availability and eligibility of the lower rate, we'll match it, plus give you a US \$50 American Express® Gift Cheque. Gift Cheque will be sent to you the next business day after your stay, as reserved, is completed.
- Earning of HHonors® Points & Miles® is subject to HHonors terms and conditions.
- Hilton Hotels Corporation reserves the right to modify or cancel this offer and the terms and conditions at any time in its sole discretion and to discontinue the offer to anyone who appears to be using the offer in a manner inconsistent with the terms and conditions or the intent of the offer or any portion of the offer or in a manner inconsistent with local or federal laws, statutes or ordinances.
- **Our Best Rates. Guaranteed. OFFER DOES NOT APPLY to the following:**
- Hotels outside the United States, Canada, Mexico and Puerto Rico. See above for the Our Best Rates. Guaranteed offer. For Hilton Family hotels outside of the United States, Mexico and Puerto Rico along with full terms and conditions for those locations.
- Reservations booked through a non-Hilton Family booking channel or a non-designated GDS, third party websites or any other channels.
- Rates available on "opaque" websites where the hotel brand and specific hotel are not known until the booking is made (e.g., Priceline.com, Hotwire.com).
- Hotel packages (e.g., Romance, Easy Escapes®, BounceBack®, Dream Deal®) or travel packages which may include hotel, airfare, car rental, food and beverage offers or other similar packages or amenities.
- Discount or negotiated rates not available to the general public, including but not limited to the following rates: membership (e.g., AAA or AARP), corporate, government, promotional, unpublished, Senior HHonors®, employee, offline wholesale/FIT pre-paid rates that may involve a voucher (including electronic vouchers), group or other specially negotiated rates.
- Reservations made within 72 hours of day of arrival.
- Taxes, gratuities, service charges, early departure fees, or other fees and incidental charges.
- Rate disparities due to fluctuations, rounding, or differences in the currency exchange rates are excluded from the offer.
- Only one claim may be submitted and is eligible for each stay. For purposes of Our Best Rates. Guaranteed., a stay shall be defined as the total number of consecutive nights spent by the same guest, guests, or subset thereof, at the same participating hotel, without regard to whether a guest checks out and checks back into the participating hotel again.
- Offer does not apply to the following hotels: U.S.--Atlantic City Hilton, Las Vegas Hilton, and Hilton Reno Resort & Casino; Puerto Rico-Caribe Hilton and the Hilton Ponce & Casino.