

Best Price Guarantee

Terms and Conditions

October 2019

The price you find must be for a holiday that is identical with respect to:

- ✓ Arrival and departure dates
- ✓ Numbers and ages of all guests
- ✓ The exact accommodation type and standard
- ✓ The same booking conditions (e.g. inclusive passes, no additional service charge, etc.)

The cheaper rate that you find must be:

- ✓ Bookable, with immediate confirmation, at the time we verify it – and only if you are also required to provide payment (in GBP) to confirm the booking.
- ✓ Available to the general public (e.g. you do not need to be a member of a scheme or be logged in to obtain the rate)
- ✓ At least 1% lower than our lowest available rate (just to account for any errors in rounding)

The following examples would not be eligible for the Best Price Guarantee:

- ✗ If you were quoted the price over the phone or in-person – we must be able to see the rate on a website
- ✗ If the rate would only be available by using a specific credit card, discount code, coupon, or gaining approval after payment
- ✗ If the exact type of accommodation is not disclosed at the time of booking
- ✗ If you find the price on an auction website or a website that allows you to resell your booking
- ✗ If the website does not provide an immediate confirmation or an actual reservation
- ✗ If the website quotes a price in a different currency to GBP

This isn't an exhaustive list. We reserve the right to reject any claim under the Best Price Guarantee, but we will always use fair judgement when evaluating your claim.

Note: If you subsequently change your holiday dates or type of accommodation after we have applied a Price Match Discount, the discount will be removed when we recalculate your holiday cost.