

## **BEST RATE GUARANTEE**

### **EXCLUSIVE PERKS OF BOOKING VIA WEBSITE:**

- Welcome Drinks at upon arrival
- Early Check in at 01:00 PM (subject to availability)
- Late Out until 03:00 PM (subject to availability)
- Free (2) Day Tour Pass (valid on your next visit) valued at Php 600 pesos
- Free (1) hour use of Les Spa Facilities- Indoor Pool, Sauna, Steam Bath, Gym

### **TERMS AND CONDITIONS**

WHAT IS BEST RATE GUARANTEE? This guarantees that you will enjoy the best rate online when you book with [www.chateauroyalebatangas.com](http://www.chateauroyalebatangas.com)

When you book directly with us on [www.chateauroyalebatangas.com](http://www.chateauroyalebatangas.com), you will get more benefits with no extra or hidden fees.

The following Terms and Conditions will apply:

- 1) Chateau Royale Hotel Resort and Spa Best Rate Guarantee applies to published rates available to general public via online only.
- 2) Reservation must be made directly to [www.chateauroyalebatangas.com](http://www.chateauroyalebatangas.com) prior to making claim.
- 3) Applicable against bookable rates for the number of guests, the same number of rooms and room type, with the same restrictions, for stays on the same date/s.
- 4) Booking must have a confirmed reservation and with confirmation number with us.
- 5) Chateau Royale Hotel Resort and Spa will further extend a 5% discount on the booked rate once your claim is confirmed. A one-time 5% discount will be applied on the total amount of the booking regardless of the number of lower rates found.
- 6) Discount will be applied to your reservation prior to arrival.
- 7) Claims will only be accepted within 24 hours after reservation is made.
- 8) No claims will be processed for arrivals within 72 hours (3 days) of claim.
- 9) Our Reservations Department will analyze and inform you of the outcome within 48 hours (2 days) of having received your claim.
- 10) Best Rate Guarantee applies to rates booked for the duration of your reservation and does not include any other charges such as government tax, service charge, food and beverages and any other charges you may incur during your stay.

11) Best Rate Guarantee is not applicable if the lower rate found on another website is due to currency exchange rate or rounding off has been applied.

12) Best Rate Guarantee claim does not apply to the following:

- Websites that package rooms nights with any other components such as tours, flights, transfers, and car rentals among others.
- Private member sites.
- Rates that has been negotiated by Chateau Royale Hotel Resort and Spa with corporations, membership rates, government rates, promotional rates or travel agency rates, members of special programs or associations ( Senior, AAA, loyalty, employee discounts).
- Rates found on opaque, bidding or auction sites is not disclosed or the room rate until reservation is completed and/or partial payment is made.
- Any other unpublished or private rates or sites requiring log in.

13) To process your claim, please send us all the following information via email at [reservations@chateauroyalebatangas.com](mailto:reservations@chateauroyalebatangas.com):

- Guest name
- Check-in/check-out dates
- Reservation Confirmation Number
- Website where you found the lower rate
- Screenshot showing the date and time at which you found the lower rate. Screenshot must show the— dates of travel, room type and rate inclusions.