

Terms & Conditions (Best Available Rate)

The Albus guarantees that the rates quoted on www.albushotel.com or when contacting our reservation office directly, will not be underbid by another qualifying offer available at time of booking. The guest must have a confirmed reservation and confirmation number. For a claim to be valid please read the applicable terms & conditions below.

The Guarantee applies, if lower qualifying "comparison rate" is found at day and time of booking of the original booking and a claim is submitted within 24 hours.

Our Best Available Rate Guarantee does not apply to the following:

- Reservation channels other than specified (our website, our reservations office or to the hotel directly)
- Rate differences that are due to different currency exchange rates used by The Albus channels and the "comparison site"
- "comparison rates" with different payment options than payment upon departure, i.e. voucher payment, payment with credit facility.
- "comparison rates" on web sites that auction hotel stays
- "comparison rates" on so-called opaque sites. On these sites the specific hotel is not known until the booking has been made.
- Unpublished rates that have been negotiated by The Albus with corporations, airlines, membership associations, travel agency, government rates, group rates, extended stay rates, direct mail solicitations, electronic mail solicitations and industry/employee rates.
- Websites/portals and web pages that do not have online booking system, such as information sites, or sites that only confirm bookings after contacting the hotel first.
- "comparison rates" on web sites or offers that "package" travel, entertainment and hotel, such as: flight + hotel stay, car rental + hotel stay and other dynamic-packaging sites.
- Countries where prohibited by law.

If a "comparison rate" is offered by a third party website, no booking needs to be made for the guarantee to apply. The Albus is not responsible for any cancellation charges in this case. Just book the requested dates through www.albushotel.com or directly with the hotel. To claim the guarantee provide us with the name of the channel where you have found the "comparison rate" including URL and a screenshot of the applicable webpage.

Qualifying Comparison Offers

Both rates, the rates booked through The Albus website or directly with the hotel and the "comparison rate" found must be;

- For the same arrival date, same hotel, same number of guests and same room type.
- With the same inclusions e.g. Tax, VAT, service charges, food & beverage items and other inclusive items.
- At the same booking conditions (minimum length of stay, minimum advance booking, advance purchase, deposit, change- and cancellation policies or other conditions.

The Albus holds the right to modify or cancel the guarantee at any time without prior notice. Furthermore The Albus Hotel is excluding the right to take legal proceedings with regards to the guarantee.

If more than one rate is published on our hotel website for the same room type and conditions as described above, the Best Available Rate Guarantee applies for the lowest published rate only.

Processing a claim

Send an email to claim@albushotel.com with the name of the webpage including URL where you have found the comparison rate and a screenshot of the webpage. The claim will be checked and processed within 24 hours. If the claim is valid we will not only match the lower rate but you will receive an extra 10% discount on your stay.

If the claim is found to be invalid, the guest will be informed immediately, with the reason of rejection.