

Best Online Rate Guarantee

Terms and conditions

1. Guest must have a confirmed reservation that is booked on www.hotelvic.com and provide us with confirmation number in order to make a claim.
2. The claim must be made within 24 hours of the confirmed reservation and at least 48 hours prior to 4pm of scheduled check-in date (local hotel time).
3. The lower rate found in other authorized online distributor's website must be viewable and available during the verification process, for the same booking details, e.g. same room category, same cancellation and advance purchase policies, same number of guests, same number or bed type with same period of stay.
4. This policy applies to room only rates publicly available for online reservation, excluding other charges such as transportation, meals and other services.
5. The Best Online Rate Guarantee **does not** apply to the following rate types:
 - Rates not publicly available, such as negotiated corporate or group rates
 - Package rates that include room and other components such as travel arrangement, car rental, entertainment or non-breakfast meals
 - Rates that are available on opaque or auction websites or group purchase rates
 - Rates granted to Hotel VIC affiliate partners and their employees.
 - Rates on sites, applications and other sources or channels that do not provide the ability to make a real-time reservation (e.g. an "on request" rate), that do not provide immediate hotel confirmation
 - Group add-on rates that extend the length of stay
6. For claim covering two or more consecutive nights at the same hotel, the Best Online Rate Guarantee will be compared on per night basis and not on the total amount of stay.
7. The competing rate must be a minimum difference of 1% of the room rate in Hong Kong currency. Any taxes or fees will not be considered as part of the Best Online Rate Guarantee claim.
8. Hotel VIC reserves the right to review and update this policy from time to time without advance notice.
9. In case of any dispute, Hotel VIC reserves the right of final decision.

How do guests make a Best Online Rate Guarantee claim?

1. Please submit the request with your booking details to book@hotelvic.com within 24 hours of the confirmed reservation.
2. Please provide the URL of the competing website where you found the better offer.
3. Please provide a screenshot of the competing website which clearly indicates availability of room type, and the rates for the required dates of your stay.

(Guests do not need to make a second booking on the competing website, just show us the comparison. If the competing rate is booked through another website, Hotel VIC is not responsible for any fees or other costs incurred due to cancellation of a reservation)
4. The lower rate will be honoured for the nights after verification by Hotel VIC, which will notify guests of the results within 48 hours. No name changes can be made to the reservations.