

BEST RATE GUARANTEE

The next time you book a room through an official Unlisted Collection hotel website, we guarantee that you will be offered the best possible rates.

In the unlikely event you find a cheaper rate elsewhere within 24 hours of your booking, we'll match the lower rate with the following terms & conditions.

1. BOOKING

You must have a confirmed reservation that is booked through any of the following Unlisted Collection: websites

www.wanderlusthotel.com
www.unlistedcollection.com

The guarantee is only valid for daily rates and for stays that are less than a total of 30 nights.

2. COMPARISON RATE

To make a claim, you must find the lower rate within 24 hours of your booking. This rate must be for the same property, room type, reservation dates, and rate inclusions i.e. breakfast, internet access, etc. The rate must also have the same cancellation and advanced purchase policies.

3. MAKING A CLAIM

You must contact our Reservation Department at least 3 business days prior to check-in. Additionally, the competing rate must be publicly available, viewable, and bookable at the time of verification by us. This means that the website must be able to provide an immediate confirmation to your reservation.

4. THE GUARANTEE DOES NOT APPLY TO THE FOLLOWING RATE TYPES

- Partnership programmes (e.g. Krisflyer and Asia Miles), credit card promotions, and special promotion rates.
- Rates that are not publicly published (e.g. Group and negotiated corporate rates).
- Discount rates offered to members of groups or individuals who meet previously-specified criteria (e.g. Corporate accounts, Travel agents, government officials, etc).
- Package Rates that include the other components (e.g. airport transfers, tickets to musicals/play, spa/massage, etc.).
- Group or team buying.
- Monthly Negotiated Rates.
- Package or group add-on rates that extend the length of a stay.
- Opaque Rates available on websites where the hotels are not known until the booking is made (e.g., Priceline, Hotel Quickly).
- Rates available on websites that require pre-payment before check-in.
- Rates available on websites that require minimum length of stay.
- Pre-paid rates that involve a voucher or other forms of pre-paid certificate.
- Reservations made within 24 hours of arrival.

5. EXCHANGE RATES

Rate disparities solely attributable to fluctuations and/or differences in currency exchange rates are excluded from the guarantee. In the event that the competing rate is in a different currency from the Hotel rate, the comparison rate will be converted into the same currency as the rate offered on Hotel's websites. The currency exchange rate to be applied will be based on the currency converter on Hotel's websites. After conversion, the Hotel reserves the right to deny a claim where the comparison rate appears lower than the Hotel's rate if it deems that the difference between the rates is due to, but not limited to, different currency exchange rates used by the two rate providers.

6. TAXES/SERVICES CHARGE

The comparison rate must include any applicable tax and/or service charge imposed by the local government and any service/booking fees imposed by the third party or online travel agent websites.



7. DISCLAIMER

Hotel is not responsible for any fees or other costs incurred due to cancellation of a reservation made on other websites. All claims are subject to Hotel's sole right and discretion of determination its validity including but not limited to, determining that it is for the same property and room type, dates, cancellation policies and advance purchase requirements, and that it fulfils all terms and conditions and satisfies all claim processing requirements. Void where prohibited by law. Hotel reserves the right to modify, suspend or cancel the guarantee at any time at its sole discretion and without prior notice.

We wish you a sweet escape!