



DAINTREE ECOLOGE

QUEENSLAND, AUSTRALIA

TERMS AND CONDITIONS - BEST PRICE GUARANTEE

If you find a lower rate available online within 12 hours of booking, for the same dates, room type, number of guests and conditions you have booked on daintreeecolodge.com, we will match the price and offer you a 5% discount on that room rate

Application of the Guarantee

The Best Price Guarantee applies to reservations made online at daintree-ecolodge.com.au for which a reservation confirmation number was given to validate the reservation.

Submitting a Claim

To submit a claim under the Best Price Guarantee, you must contact our reservations team directly within 12 hours after you have made a booking.

Claim Information Required:

- Name of the Guest booked
- Reservation confirmation number
- Website link where the lower rate has been found
- Lower rate amount from this website
- A screen print showing the lower rate / details from the other website

The Best Price Guarantee is available only for a room or package that exactly matches the one you have booked on our website, inclusive of taxes and in the local currency. This means specific room type, inclusions, number of guests, dates of stay, duration of stay, cancellation policy, and payment terms must all be identical to qualify.

For claims on a booking of two or more consecutive nights (at the same hotel), the Best Price Guarantee applies on the basis of the rate per night and not on the total amount of the stay. The compared rate must have the exact same inclusions and exclusions, and may not be part of a packaged deal.

Applicable Rates

The lower comparison rate must be available online to the general public. The Best Price Guarantee applies only to prices both advertised and available on an English-language website.

Excluded rates are:

- Corporate and Government rates
- Group rates
- Incentive, meeting or convention rates
- Inbound, wholesale or tour operator rates
- Aircrew rates
- Rewards programmes rates
- Rates available only by using a coupon/daily deal site or other promotion not offered to the general public.

The lower rate must not come from a website where you have to phone the company to get the rate, login for exclusive access, or from any e-mail that you have received. The rate must be quoted and able to be booked



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and paid for in Australian currency (without the use of a currency exchange calculator) at the time you contact the reservations team.

Verification

So that we can confirm that the lower quote is genuine, available and able to be booked by the general public, all requests and claims, including receipts, are subject to verification by a reservations agent.

We do not verify any request that we believe is the result of a printing or other error or is made dishonestly or in bad faith. All requested information relating to the lower rate including the web address on which the lower rate is available, the identity of the relevant goods or services and the applicable dates for their use must be provided to our customer service agent. Failure to provide our customer service agent with adequate evidence or details of the lower rate may result in your claim being deemed invalid.

Unsuccessful claims

If the claim does not meet the conditions of the Best Price Guarantee, the reservations agent will send you an e-mail within 48 hours stating that the Guarantee cannot be applied. If you wish to cancel the reservation made on daintree-ecolodge.com.au, the terms of cancellation applicable are the same as those stated in the sales conditions presented on the booking.

Successful claims

A customer service agent will contact you if your claim has been successful within 48 hours and advise you on the new rate being applied to your booking, which will be the lower rate found on the other website minus 5% as per Daintree Ecolodge Best Price Guarantee.