

Our conditions:

1. The guarantee cannot be applied to the following rate types:

- Rates that are not publicly available, such as negotiated collective rates or group rates.
- Discount rates exclusively offered to groups or individuals that meet prespecified criteria, including Valk Account guests, senior citizens, politicians, etc.
- Packages and rate packages that cover the room and other components such as travelling, car rent, entertainment and/or meals.
- Packages and rate packages or special group rates in extension of the duration of the stay.
- Negotiated rates for stays over 30 nights.
- Rates available on advance booking sites.
- Rates available for Van der Valk Corporate Accounts.
- Rates available on websites, such as: „Priceline“ and „Hotwire“ that do not reveal the name of the hotel chain until after the reservation has been completed.
- Prepaid or tour operator rates that involve a voucher (including electronic vouchers) for a hotel stay.

2. The valk.com/vandervalk.de best price guarantee rate and the „Competitive Rate“ must be found within 24 hours after booking on vandervalk.de and a full completed claim form is to be submitted for the same hotel, room type and reservation date. The applied terms of dissolution and advance booking must be similar. It suffices when the guest would attach a screenshot (with all relevant data) to the claim form. After that the guest should make a reservation on vandervalk.de and send a screenshot of these and the “Competitive Price” to us.

3. Van der Valk Internet will verify the „Competitive Rate“ within 24 hours after receipt of your Claim and will inform you of the results. Because the Claim must be processed before check-in, you are to submit your Claim at least 24 hours before checking in.

4. When more than one rate is shown for the same hotel, reservation date and room types on a website that is affiliated with valk.com/vandervalk.de, you are to book the lowest rate in order to qualify for the guarantee.

5. The „Competitive Rate“ must be bookable (that is publically accessible) and verifiable by Van der Valk Internet or by the relevant Van der Valk hotel. When the „Competitive Rate“ is offered by a valk.com/vandervalk.de or Van der Valk Hotels & Restaurants affiliated company, you are to book this rate in order to qualify for the guarantee. Companies that are affiliated

to Van der Valk and the valk.com/vandervalk.de website do not charge any dissolution costs. When the „Competitive Rate“ has been reserved by a company that is not affiliated to Van der Valk, Van der Valk Hotels & Restaurants shall not be responsible for any additional costs arising from cancelling a reservation.

6. Rate comparison takes place free of taxes, additional costs or costs related to room rates and the „Competitive Rate“ must be available at the moment Van der Valk Internet verifies the claim. Rate differences that are only caused by changes and/or differences in currency exchange are not covered by the guarantee.

7. When a claim form covers several night stays the rates per night are compared separately.

8. Van der Valk Internet is entitled to adjust or dissolve the guarantee at any moment without prior notification. Filing a claim is very easy. Simply follow these instructions. Complete the claim form and send it by e-mail with supporting documents to feedbackify@valk.com. Please, read the conditions for further details.

The fares, and booked "Competitive Price" has to be listed and the complete claim form must be submitted within 24 hours is are valid for the same hotel, same room type and the same reservation date.

Van der Valk Internet conveys the demand to the responsible employee of the hotel.

Within 24 hours after the hotel received the claim form via Valk Internet

The hotel will contact you within 24 hours after the hotel got the Claim Form via Valk Internet.