

GUARANTEE BEST RATE



Definition of Best Rate

❖ By booking directly with Gran Hotel Sóller through one of our own sources (Web www.granhotelsoller.com – Telephone – E-mail – personally onsite) we do guarantee you to be offered the lowest available rate.

❖ In fact, in case within 24 hours after making your reservation you find a lower rate for the same room category, same reservation dates and same Booking Conditions, we will match the rate and give you an extra 5% discount! (See Terms & Conditions).

Gran Hotel Sóller Best Rate Guarantee – Terms & Conditions

Gran Hotel Sóller guarantees you that by booking directly with the hotel you will be offered the Best Possible Rate, based on the following conditions:

1. Reservations must be made through one of the official Gran Hotel Sóller sales channels (Web www.granhotelsoller.com – Telephone – e-mail – directly onsite).
2. If you find a lower rate, you will need to send a written claim by e-mail within 24 hours at sales@granhotelsoller.com with a screenshot of the lower rate plus the link where the rate was found, and any additional information required from the hotel. The hotel will review this and answer you within 48 hours.
3. Gran Hotel Sóller published rates are in Euros and any comparison must be made in the same currency.



4. The extra 5% discount will only be granted if the rate found is lower than 5,00 Euros compared to your original reservation. Nevertheless, the rate will be matched even if it is lower than 5,00 Euros in comparison.

5. The lower price must be found on a different website than the official Gran Hotel Sóller website and must be for:

- Same type of room and board basis.
- Same dates and length of stay.
- Same number of guests and ages.
- Same conditions such as: cancellation policy, deposit terms, advanced payment terms, booking change policy, etc.
- Same currency.

6. Only the person who has made the booking may present the claim.

7. Our Best Rate Guarantee does Not Apply to:

- Original booking not made directly on the official Gran Hotel Sóller sales channels (listed above).
- Hotel or Travel Packages which may include: flights, airport transfers, free meals, spa treatments, etc.
- Negotiated/Corporate/Group rates not available to the general public.
- Opaque rates such as Special Rates of loyalty programs of different agencies.
- Any unpublished rate such as (but not only) rates “On Request”, where an availability request is sent before receiving the rates.

8. The Gran Hotel Sóller reserves the right to modify or cancel this Guarantee of Best Rate at any time without prior notice.