

Book and confirm any type of travel and I guarantee you won't find a better price. If you do, I will match or beat the price, or provide 110% in credit for the difference in price for your next travel booking!

Submitting a Best Price Guarantee Claim

Note: Travel Fares and Rates are set by the travel supplier – our partner cruise lines, hotels, vacation companies, etc – and not by IntelTravel.com or any other travel agency. These prices are built on complex factors like class of service (e.g. first class vs. economy), types of rooms and cars, availability for your selected dates, yield management and occupancy considerations by the supplier (how full they expect to be for those dates), the day and even the time you make the reservation, travelers age and state/province of residence, and more. Therefore it is critical to any comparison that these factors are exactly the same for each price quote. In other words, you have to compare “apples to apples” and not “apples to oranges”. Our easy online claim form will help you ensure a proper comparison and a valid claim.

Please collect the following information before completing the IntelTrust Best Travel Price Guarantee Claim Form:

- Your IntelTravel.com Confirmation Number or Booking ID.
- The address of the website or publication where you found the better rate.
- The details of the travel – name and address of the hotel, cruise line and ship, city and country, etc.
- You can attach up to three screenshots or photos of the competitor site or advertisement in which the availability dates, search date, room type/cabin class/car category/class of air service, promotion type and rate/fare for the required dates of the travel are clearly indicated.
- **PLEASE NOTE:** You don't need to make a booking with the competitor; just show us the comparison

Terms and Conditions

1. IntelTrust Best Travel Price Guarantee applies to confirmed bookings only, made through IntelTravel.com. You must provide us with your IntelTravel.com Confirmation Number or Booking ID in order to make a claim.

2. Claim Submission – Required Notice Period:

You must file a completed online Claim form prior to the these deadlines:

- For hotels, 48 hours prior to your 12:00AM ET of your check-in date or other cancellation penalty date.
- For flights, until 5:PM ET on the day after you reserved your flight(s) with IntelTravel.
- For car rentals, until your scheduled pick-up time/date.
- For cruises and vacation packages or tours, within 7 days of reservation with IntelTravel and at least 48 hours prior to final payment being due or 48 hours prior to any cancellation penalty period.

Claims received after these deadlines cannot be considered.

3. The following conditions must apply:

- Same exact hotel, cruise ship, car company, vacation company or other provider
- Same exact period of stay or travel
- Same exact room/bed, cabin category, car category, class of air service, and itinerary
- Same advance purchase requirements, payment, prepayment, service fee and deposit requirements (if any)
- Same cancellation and amendment policies
- The room, cabin, air reservation, vacation package, etc. must be available for instant confirmation at the time our agents check availability
- The total base purchase price of the travel must be at least \$50.00, not including any taxes or fees
- IntelTrust Best Price Guarantee does not apply to differences based on service fees, booking fees, processing fees, shipping fees, paper-ticket fees and other fees not included in the base travel price, nor to differences based on add-on services or products such as additional guests or beds, premium seat charges, baggage charges, beverage packages, shore excursions, onboard spending credits, gratuities, premium dining charges, fuel, infant car seats, etc., not included in the base travel price.

4. IntelTrust Best Price Guarantee does not apply to unpublished rates, such as:

- Private rates

- Packaged or promotional rates where the rate for the compared component is not separately quoted and visible to the customer
- Hotel rooms or car rentals or tour rates individually, when sold as part of a travel package
- Any travel where the name of the supplier (hotel, airline, cruise line, operator, etc.) is hidden or unknown to the customer at the time of purchase.
- Rates that are not available to the general public, which include:
 - Travel industry rates, agent rates, fams, IntelTravel.com fams
 - Corporate discount rates
 - Group or meeting rates
 - Any rates requiring membership, (i.e. AAA or AARP rates)
 - Loyalty programs
 - Any organization with rates intended for a specific group of individuals and are not meant for the general public
 - Travel won as part of a contest, sweepstakes, etc.

5. IntelTravel.com has the right and discretion to determine the validity of any claim, including but not limited to, determining that it is for the same travel partner brand, property, ship, vendor, dates, and that it meets all terms, conditions and claims processing requirements. IntelTravel reserves the right to 1) deny any claims that cannot be verified, or for which you have provided incomplete information; 2) request additional documentation to prove that any claim is not the result of fraud or suspicious behavior or contrary to the intent of the IntelTrust Best Price Guarantee program; and 3) request documentation to prove that the credit card used to make the booking has a valid United States billing address.

Limit of one (1) IntelTrust Best Price Guarantee claim per customer per calendar month, regardless of number of accounts used by that customer, and regardless of whether such claims were approved or denied. IntelTravel.com reserves the right to reclaim any IntelBucks issued in excess of this limit, or where the customer has been deemed by IntelTravel.com to be abusing the IntelTrust Best Price Guarantee program for personal or financial gains.

IntelTravel.com's judgment on all rules shall be final.

6. IntelTrust Best Travel Price Guarantee cannot be combined with other offers or promotions.

7. IntelTravel.com reserves the right to amend, revise, supplement, suspend or discontinue the IntelTrust Best Travel Price Guarantee and all its terms at any time. IntelBucks may be redeemed for a period of up to one year, or in accordance with any terms printed on the credit confirmation, regardless of whether the IntelTrust Best Travel Price Guarantee program is suspended or discontinued.

8. IntelTravel.com will not be liable for the payment of any claims under the Best Price Guarantee with respect to rates loaded in error by IntelTravel.com or the airline, hotel, cruiseline or car rental Company or any printing, typographical, administrative or technological errors in any materials relating to rates backed by the Best Price Guarantee.

These Best Price Guarantee Terms and Conditions include and incorporate by reference the standard IntelTravel.com website Terms of Use.