

Best Internet Rate Guarantee Terms & Conditions

- Apartments on the other website must be publicly available, viewable and bookable on the Internet at the time of verification by Urban Hip Hotels.
- Lower rate found must be for the same hotel, same type of accommodation, same stay dates, same number of guests, same benefits and with same payment conditions.
- Reservations for consecutive nights at a hotel are treated as one stay.
- To use this Guarantee, you must advise Urban Hip Hotels within 24 hours of booking your apartment by submitting the online [Best Internet Rate Guarantee Claim Form](#) with your urbanhiphotels.com booking details.
- You must hold a confirmed reservation made through urbanhiphotels.com with a confirmation number.
- Guarantee does not include websites or rates where the hotel brand and specific hotel are not known until the booking is made.
- Guarantee applies to only the lowest publicly available rate, bookable on urbanhiphotels.com. Specially contracted and membership rates are excluded.
- If a lower rate is found on any other website due to currency exchange rate and / or rounding applied on the third party website, the Guarantee does not apply
- The claim forms shall be received during our usual business day from 9:00 am to 5:00 pm , Monday to Friday.