

Best Price Online Guaranteed

When making your reservation at SERHS Hotels, we always guarantee you the Best Price Online. And if **you find a lower rate, we will match it.**

HOW CAN YOU CLAIM IF YOU FIND A CHEAPER RATE?

It's very simple, send us an email with the following information:

- Booking locator of the reservation made on our official website.
- Screen capture of the website with the lowest final price clearly visible, along with the associated price conditions. Send us this information within 24 hours after your reservation.

Contact us. Our team will respond within a maximum of three business days, and if the conditions are met, we will modify your reservation matching the lower price.

CONDITIONS TO APPLY THE BEST PRICE ONLINE GUARANTEED:

- The request must be submitted within a maximum of 24 hours after making your reservation.
- The lowest rate found on another website must meet the following criteria:
 - Same hotel.
 - Same room type and board basis.
 - Same period and stay dates.
 - Same sales conditions, cancellation, payment, and reservation change conditions.
 - Same number and type of guests.
 - Same currency.
- Only the person who made the reservation can claim a lower price.
- The guarantee applies to the total cost of the stay and not to partial prices for individual days.

ADDITIONALLY:

- The rate must be publicly available on the Internet and verifiable by the SERHS Hotels team.
- The hotel check-in date must be at least 3 days after the claim date.
- We reserve the right to reject requests that we consider fraudulent, altered, or malicious.

THE BEST PRICE ONLINE GUARANTEE DOES NOT APPLY TO THE FOLLOWING:

- Non-transparent websites that do not provide accurate information about room availability, specific hotel, destination, etc., until after making the reservation.
 - Rates that are part of travel packages including accommodation, flights, transfers, etc.
 - Unpublished rates such as corporate, group, meeting, etc., rates including discounts.
 - Rates not published on the Internet such as those offered by traditional travel agencies.
 - Prices obtained through promotional codes or special discounts from the SERHS Hotels Partner program.
 - Rates corresponding to promotional packages or gift vouchers.
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