

Accor Plus Price Promise Terms and Conditions.

1. The **Accor Plus Price Promise** ("Price Promise") is offered with respect to all accommodation bookings for hotels in Australia and New Zealand made by Accor Plus members at accorhotels.com at a rate that is offered exclusively to Accor Plus members, for which a confirmation number has been issued to validate the reservation and which is made at least within 72 hours preceding arrival at the hotel ("Eligible Booking") and is subject to the following terms and conditions.
2. If, after making an Eligible Booking, an Accor Plus member can prove that Fully Comparable Accommodation (as defined below) for the same accommodation as in the Eligible Booking is available for booking at a lower price, quoted in Australian dollars for hotels in Australia or New Zealand dollars for hotels in New Zealand, (without the use of a currency converter on such website) the accommodation for the first night of the Eligible Booking will be free of charge.
3. Only the Accor Plus member who made the Eligible Booking (Claimant) will be eligible to make a claim under the Price Promise.
4. All claims under the Price Promise must be submitted by the Claimant to Accor Plus Member Services via email by midnight AEST on the same day the Eligible Booking is made, as evidenced by the booking confirmation, as long as it is at least 72 hours before the scheduled arrival at the hotel using the Claim Form provided on the Accor Plus Members' Website (accoradvantageplus.com). The Claimant must also submit a screen shot from the third party web site showing the lower publicly-available internet rate able to be booked for the Fully Comparable Accommodation.
5. Incomplete claims will not be accepted. Failure to lodge the claim in accordance with these terms and conditions will not be accepted.
6. Any Claimant making a claim under the Price Promise will be notified via email of the outcome of their claim within 3 working days.
7. Upon completion of a successful claim, payment will be made directly to the booked hotel to be applied to first night's accommodation (room only) for the Eligible Booking and any taxes applying to the cost of such night's accommodation.
8. A maximum of one free night's accommodation (room only) will be provided to the Claimant in respect of each successful claim under the Price Promise. There can only be one claim per booking. The free night is not transferable, exchangeable, or redeemable for cash.
9. If the Eligible Booking has been prepaid then a refund of the one free night's accommodation will be made by the hotel to the Claimant at the time of stay.
10. Should the Eligible Booking be cancelled the terms applicable to such cancellation are those applicable to the Eligible Booking. If the Eligible Booking is cancelled or varied then the free night's accommodation cannot be exchanged, redeemed for cash, refunded or replaced.
11. Claims under the Price Promise will not be accepted if, in the opinion of Accor Plus, acting reasonably, the claim has occurred as the result of a printing, uploading, or other error or is made fraudulently or in bad faith.
12. This Price Promise cannot be claimed together with any other benefit or offer made with respect to bookings on accorhotels.com, such as the "Accor Best Price Guarantee".
13. The Price Promise will not affect the eligibility for Le Club Accorhotels points being allocated with respect to the first night's accommodation.

14. Accor Plus may cancel, modify, restrict, or alter the Price Promise and the terms and conditions at any time without prior notice. The terms and conditions in effect at the time of any claim will determine a Claimant's eligibility.

15. The failure by Accor Plus to enforce any provision of these Terms and Conditions shall not constitute a waiver of that provision.

For the purposes of these Terms and Conditions, **Fully Comparable Accommodation** means the same accommodation as has been booked on accorhotels.com for:

1. The same hotel, the same dates, the same room type, number of nights, bedding configurations and number of adults and children;
2. Accommodation to which the same cancellation policy applies;
3. The same inclusions including, without limitation, meals, parking, internet access, late checkout, room upgrade, transfers, gifts upon arrival, etc.;
4. A total price which is inclusive of all fees, taxes, surcharges, booking and any other fee of any nature and displayed in Australian dollars without use of a currency converter or, in the case of hotels based in New Zealand only, is displayed in New Zealand dollars without use of a currency converter;
5. Accommodation which comprises a stand-alone product and is not part of a travel package; and 6. Accommodation which is advertised, accessible and publicly available to book on the internet via an Australian or New Zealand registered website.