

General terms and conditions of the best rate guarantee

We guarantee the best rate for direct bookings via our website. If you find an equivalent offer at a cheaper rate on another website within 24 hours after booking a hotel via www.sonnezermatt.ch and inform us at least 48 hours before your arrival, we will confirm your stay at the lower rate minus a 10% discount on the room rate.

Conditions of the comparison rates:

- The comparison rate is found on a publicly available website and can be booked directly
- same hotel
- same currency
- same arrival and departure dates
- same room type and number of persons
- same inclusive services
- same payment conditions
- same booking conditions (e.g. advance booking deadline, length of stay)
- same cancellation and amendment conditions

The following rates are excluded from the best-rate guarantee:

- Company rates and group rates
- Travel agency rates
- Online auctions
- Rates from websites where the hotel name is not known until the booking is finalized
- Offers from websites that bundle the overnight stay in a package
- Websites or programmes requiring membership or registration
- Rates from a mobile device, such as a tablet or mobile phone

Rate differences based on currency fluctuations and different exchange rates are excluded. Claims will be rejected if the difference is less than CHF 5.00.

Submitting a claim

If your reservation fulfils all the criteria, you can send your claim by email to info@sonnezermatt.ch with the details of your booking, including your booking number and arrival date, as well as all details of the comparison rate, including a link to the website and a screenshot.

We reserve the right to amend or cancel the best-rate guarantee and the conditions linked to it at any time without prior notice. Furthermore, we reserve the sole right to determine whether a rate shall be valid as a comparison rate or whether a claim fulfils the conditions listed here. Any kind of legal claim in relation to this best rate guarantee is excluded. Where it is prohibited by law, this best rate guarantee shall be invalid.