



Phuket Merlin Hotel



The Best Rate Guarantee applies only to reservations booked through our official website.

Should you find a lower rate on another website, please submit a claim by email with following information.

- Your confirmed booking number.
- URL where the lower rate was found and a screen shot which clearly shows the date of stay, room type, and payment condition on the competing website.

Please review the terms and conditions before submitting your claim.

- ✓ All claims must be made within 24 hours of your original booking and at least 5 days prior to the check-in date of your stay.
- ✓ The Best Rate Guarantee only applies to published rates available to the general public online without any kind of restrictions. (Rates that require member login or promotion codes do not qualify)
- ✓ The lower rate found must be for exactly the same booking criteria – (room type, inclusions, stay dates, number of guests, payment condition, cancellation and advance purchase policy and all other terms and conditions of the stay)
- ✓ The Best Rate Guarantee does not apply to packaged rates, group rates, corporate rates, and wholesale rates by travel agents.
- ✓ Rate disparities attributable to fluctuations and/or differences in currency exchange rates are excluded from the guarantee.