

DESIGNER WAY VACATION CLUB PRICE PROMISE

Designer Way Vacation Club (DWVC) guarantees that our members pay the lowest accommodation prices available. We are confident that our prices are already the best available, but if you book an accommodation unit with us and then find a lower price on a website of an online travel retailer for the same dates at the same hotel and in exactly the same accommodation unit type, we will refund double the difference in price to you if we cannot beat that price. If you believe you have found a lower rate, send in your claim to us within 48 hours of your booking being made. We will investigate and, if applicable, issue you with the refund. In order to claim a refund of the difference between the price agreed with DWVC and the more competitive price the customer must satisfy the following:

- The refund must be claimed within 48 hours of the date of booking.
- Only prices from online travel retailers will be matched.
- The refund will be deducted from full payment of the booking made with DWVC.
- DWVC have the right to re-negotiate the rate with the supplier in order to beat the price quoted by the alternative on-line travel retailer.
- The claim must be based on a like for like comparison of the same type of room and occupancy in the same hotel, the same services as those offered by DWVC (i.e. inclusive of service charges, taxes and breakfast) and be for the same dates as actually booked.
- The accommodation at the lower price must be available immediately via on-line booking to the general public. On-request rooms are excluded.
- The accommodation at the lower price must not be a special offer price, discounted due to frequent flyer mileage credits, a promotional price or part of a package.
- The accommodation at the lower price must be offered in the same currency as that of the booking with DWVC.
- This Policy does not apply to bookings for groups of more than nine (9) people.
- To submit a price match claim please send an e-mail to priceclaim@dwvc.com with the following information:
 1. Your DWVC booking reference number.
 2. Company name and web address of other online retailer, if possible with the exact URL of the page on which the offer is shown.
 3. The full price offered by other online retailer.

We will review your request and contact you via e-mail within 2 business days. If you are eligible for a price refund we will credit the card used to make the booking with DWVC.