

# THE VENETIAN® | THE PALAZZO®

L A S V E G A S

## BEST RATE GUARANTEE

### Terms & Conditions

The Venetian and The Palazzo guarantee that Venetian.com and Palazzo.com will have the best suite rate for The Venetian and The Palazzo. For a claim to be valid under this guarantee, it must satisfy all Terms and Conditions and be submitted in compliance with the Claims Processing procedures.

If you find and advise The Venetian and The Palazzo of a lower, published, available suite rate, for the same suite type and bed type, for the same dates and number of guests (the competing third-party rate) within 24 hours after making a reservation on Venetian.com and Palazzo.com, The Venetian and The Palazzo will honor the competing rate (with same restrictions), along with your Best Rate Guarantee upgrade to the next available upgrade level, pursuant to the Terms and Conditions set forth herein.

#### **Multiple Night Stay**

In the event of a multiple night stay, the Best Rate Guarantee will honor the suite upgrade reward for the duration of the stay, but only if the total of the competing rate, net of all fees and taxes, is lower than the lowest rate available on Venetian.com and Palazzo.com, net of taxes and fees.

#### **Available Suite Types**

The Best Rate Guarantee applies only to identical suite types that can be booked on the Venetian.com and Palazzo.com web sites.

#### **Opaque Providers**

The Best Rate Guarantee does not apply to any rates from opaque providers including, but not limited to, Priceline.com or Hotwire.com. An opaque provider is any entity or service that prevents the buyer from obtaining information relating to available hotel suites until after the buyer has guaranteed payment. A site is opaque if it does not divulge any of the following points: (a) the name of the property on which the available suite is located, (b) the precise location of the property on which the available suite is located, (c) the identity, brand or flag affiliation of the hotel that will provide such available suite, and (d) other specific information that may divulge the property's identity (e.g., exact property name).

#### **Package Rates**

The Best Rate Guarantee does not apply to package rates.

Packaged rates include hotel accommodations sold as part of a travel package, in which the property does not provide an extra service, including, but not limited to accommodations plus airfare and/or car rental and/or cruise, as offered on sites such as Site59.com.

### **Casino Rates**

The Best Rate Guarantee does not apply to casino rates or casino-related specials.

### **Rate Limitations**

Rate comparisons will be made net of any taxes, gratuities, or other fees and incidental charges. The Best Rate Guarantee excludes any disparities solely attributable to fluctuations in currency exchange rates. The competing rate must be both bookable and lower than the total Venetian.com and Palazzo.com rate at the time that it is verified by the Suite Reservations Associate.

Any rate which is directed to and/or powered by Venetian.com and Palazzo.com does not qualify as a competing rate, and therefore are not eligible for consideration under the Best Rate Guarantee program.

The Best Rate Guarantee applies to a competing rate with rate limitations that are similar to the rate limitations of the rate that can be booked on Venetian.com and Palazzo.com. Rate limitations include, but are not limited to, advance purchase requirements, prepayment and deposit requirements, and cancellation and change policies.

### **Lower Rates on Venetian.com or Palazzo.com**

If a guest with an existing reservation made on Venetian.com and Palazzo.com finds a lower rate on Venetian.com and Palazzo.com, The Venetian and The Palazzo will match the lower rate, but the complimentary suite upgrade does not apply in this situation. However, rates booked on Venetian.com and Palazzo.com that are non-changeable, non-refundable, and non-cancelable are neither eligible for the Best Rate Guarantee nor a price match.

### **Unpublished Rates**

The Best Rate Guarantee does not apply to unpublished rates. Unpublished rates are rates not available to the general public. Rates not available to the general public include, but are not limited to: Corporate discount rates, Group rates, Meeting rates, Any rates requiring membership in a club such as AAA rates, AARP rates or Jetsetter.com rates, affinity program, or other organization where the rates are targeted specifically toward a specific group of individuals and not intended for the general public.

### **Different Currencies**

In the event that the Competing Rate is in a different currency from the Venetian.com and Palazzo.com rate, the Suite Reservations Associate will use [www.oanda.com](http://www.oanda.com) to convert the Competing Rate into the same currency as the rate offered on the Venetian.com and Palazzo.com Websites. The currency exchange rate to be applied will be based on the exchange rate at the time of making the original reservation. After converting the Competing Rate, The Venetian and The Palazzo reserves the right to deny a claim where the Competing Rate appears lower than the

Venetian.com and Palazzo.com rate if it deems that the difference between the rates is due to, but not limited to, different currency exchange rates used by the two rate providers.

### **Claims Processing**

A claim must be submitted within 24 hours of making a reservation through Venetian.com and Palazzo.com, and at least 24 hours before scheduled arrival. If the original reservation was made within 24 hours of arrival, the Best Rate Guarantee is not applicable. An original reservation refers to the initial reservation made through Venetian.com and Palazzo.com and does not include modified or cancelled reservations. The Best Rate Guarantee does not apply to existing reservations booked through a competing suite provider. If a reservation is booked through a competing suite provider, The Venetian and The Palazzo are not responsible for any fees associated with the cancellation of that reservation.

### **Claim Submission**

A claim can be emailed to our room reservations department at [reservations@sands.com](mailto:reservations@sands.com). Please include the following information: arrival date, departure date, number of guests, the competing room provider and rate, confirmation number, Venetian.com rate or Palazzo.com rate, and your contact information (name, email and phone number). There is a limit of one form submission per reservation.

### **Communication for Valid Claim**

Upon validation for the claim, the Suite Reservations Associate will send an e-mail that includes the adjusted suite rate, and the new suite type to which you will be upgraded.

### **Contact**

Any questions regarding claims should be directed to [reservations@sands.com](mailto:reservations@sands.com).

### **Pre-paid Rates**

In the case of a fully prepaid rate booked through the Venetian.com and Palazzo.com Web sites, The Venetian and The Palazzo will refund the difference to your credit card, if applicable, within 30 business days of submitting your claim. If a pre-paid reservation is booked through a competing suite provider, The Venetian and The Palazzo are not responsible for any fees associated with the cancellation of that reservation.

### **Rate at Checkout**

Upon check-out at The Venetian Resort-Hotel-Casino and The Palazzo Resort-Hotel-Casino, you will be automatically charged the confirmed lower rate. If requested, you will need to present your email confirmation from the Suite Reservations Associate to the Front Desk Agent as validation for the lower rate. Void where prohibited by law. The Venetian Resort-Hotel-Casino and The Palazzo Resort-Hotel-Casino reserve the right to amend, revise, supplement, suspend or discontinue the Best Rate Guarantee at any time at its sole discretion and without prior notice.