

Best Price Guarantee FAQs

The Best Price Guarantee is our promise that the best hotel room prices for any InterContinental Hotels Group (IHG) property can be found directly on our Web sites. If you find a lower price on a competing Web site for the same hotel, type of accommodations and rate restrictions on the same date(s), we'll not only match that lower price, we'll give you your first night free. It's that simple.

How do you know if you have a valid Best Price Guarantee claim?

1. [Did you make a reservation on a Holiday Inn or IHG Web site?](#)
2. [Did you use the Best Available Rate search?](#)
3. [Did you choose the lowest hotel room price from the Best Available Rate search results for your reservation?](#)
4. [Did you find a lower price on a "competing Web site" within 24 hours of your IHG reservation?](#)
5. [Is that lower price for the same type of accommodations on the same date\(s\)?](#)

If you answered Yes to all the above, you may have a valid Best Price Guarantee claim. We encourage you to review the full [Terms & Conditions](#) before filing your claim to make sure it is valid.

To use the Best Price Guarantee, you must notify us within 24 hours of making your IHG reservation by filling out the [online form](#) or calling the [Best Price Guarantee Support Desk](#).

Example of a resolution to a valid Best Price Guarantee claim:

A guest books a two night stay at the lowest available price through the Best Available Rate search for a hotel in Atlanta, GA, (USA) on a Holiday Inn or another IHG site for a price of \$200.00.

Within 24 hours, that same guest finds a price of \$190.00 on a competing Web site for the same hotel, same night, with the same rate restrictions (refundable or non-refundable) and same room type (same number and type of bed(s)).

The guest contacts IHG to claim the Best Price Guarantee either by phone or by filling out the online form.

Once the Guest Relations team confirms that the Best Price Guarantee claim filed is valid, they will modify the guest's reservation with the first night free and the second night at \$190.00.

Best Price Guarantee Claim Questions & Answers:

Did you make a reservation on a Holiday Inn or another IHG Web site?

IHG's portfolio consists of the most recognised and respected hotel brands in the world, including InterContinental® Hotels & Resorts, Crowne Plaza® Hotels & Resorts, Holiday Inn® Hotels & Resorts, Holiday Inn Express® Hotels, Hotel Indigo® Hotels, Staybridge Suites® Hotels and Candlewood Suites® Hotels. With full-service Web sites in eleven languages to support worldwide operations, we feature over 4,400 hotels in nearly 100 countries and territories. A reservation must be made directly on an [IHG Web site](#) to qualify for the Best Price Guarantee, and you must have a valid reservation confirmation number.

Did you use the Best Available Price search?

When you search for a room on an IHG Web site and specify "Best Available" as your price preference, you will be presented with a variety of price types (e.g. Best Flexible, Advance Purchase). These are the best hotel room prices available currently that meet your search criteria.

Did you choose the lowest price from the Best Available Rate search results for your reservation?

A guest must book the lowest available hotel room price through the Best Available price search - for the type of accommodations sought - in order to qualify for the Best Price Guarantee.

Did you find a lower price on a "competing Web site" within 24 hours of your IHG reservation?

A competing Web site is a Web site that sells a hotel room from the IHG Family of Brands (InterContinental® Hotels & Resorts, Crowne Plaza® Hotels & Resorts, Holiday Inn® Hotels & Resorts, Holiday Inn Express® Hotels, Hotel Indigo® Hotels, Staybridge Suites® Hotels and Candlewood Suites® Hotels). It is not another hotel brand Web site. Rooms on the competing Web site must be

publicly available, viewable and bookable on the Internet at the time of verification.

Is that lower price for the same type of accommodations?

Same type of accommodations includes the same hotel, the same type of room(s), same dates and length of stay, and same number of guests.