

Rate Match Guarantee - Terms and Conditions

With Rate Match Guarantee, 100% of your CLC Network Hotel stays will have the best rate available.

Here's how it works:

- If you find a lower hotel rate for the same accommodation within 24 hours of making your CLC Lodging reservation, CLC will match the rate difference with an account credit.
- Simply complete and send our Rate Match Guarantee claim form with supporting documentation to rateguarantee@clclodging.com.
- If your rate match guarantee request is approved, CLC will issue an account credit for the difference between the two rates after the stay is completed.

When do lower rates qualify for Rate Match Guarantee?

Qualifying lower rates must:

- Be unrestricted, cancelable and changeable.
- Not come from advanced, pre-paid bookings.
- Be based on exact hotel itinerary matches, including same dates of stay, room type, and number of rooms.
- Be all inclusive of room cost, taxes and service fees.
- Be compared to the all-in rates found on the CLC website or mobile app.
- Be quoted in U.S. dollars without reference to currency converters.

Qualifying lower rates do not apply to:

- Rates found on websites where rate details are unknown until after purchase.
- Rates obtained through auction, bidding, contests or sweepstakes.
- CLC's privately negotiated wholesale or contracted rates.
- To restricted, non-cancelable and non-changeable rates to include CLC Expanded Hotels.
- Special discount rates, such as corporate, government, military discounts, multiple night extended stay rates, group rates, charter rates, frequent stay, loyalty, rewards program rates, incentives, meeting rates, convention rates, consolidator or interline.
- Promotional rates, packages, deals, or bundles that may include additional amenities such as parking, meals, and entertainment.

Additional Terms and conditions

Rate Match Guarantee only applies to clients of the Direct CLC Program. To qualify for Rate Match Guarantee, initial reservations must have been made through CLC Lodging. Members must provide the Claim Form and supporting documentation showing the lower rate within 24 hours of making a reservation. CLC Lodging (CLC) reserves the right to deny any claims that cannot be verified, or for which a completed Claim Form and all supporting documentation has not been timely provided. CLC will not verify any request that, in its sole discretion, is inaccurate, the result of a printing or other error, is made fraudulently, or in bad faith. Members must meet all requirements to qualify for the lower rate (if any), including, without limitation, residency, regional and age-related requirements. By submitting a Lowest Rate Guarantee claim, members and cardholders fully and unconditionally agree that they are bound by these Terms and Conditions. All CLC decisions regarding claims are final. CLC reserves the right to amend these Terms and Conditions at any time. CLC also reserves the right to cancel the Rate Match Guarantee program at any time, without notice.