

BEST PRICE GUARANTEE

TERMS & CONDITIONS

To benefit from our JA Best Price Guarantee, a valid claim must comply with the following:

(a) You must have a valid reservation at a JA Resorts & Hotels hotel made directly through www.jaresortshotels.com. This Guarantee does not apply to reservations made through other accommodation providers such as online travel and accommodation providers, websites or online wholesale partners.

(b) You must submit your claim within 24 hours of making a reservation through a JA Resorts & Hotels direct channel as specified above, and 48 hours prior to check in

(c) The competing lower price must be for the same hotel, dates, length of stay, currency, number of guests and room type, and apply the same purchase terms and cancellation policies governing the room price.

(d) Should match the hotel, room type, exact dates, number of guests, currency and policies of the new competing offer (i.e. like-for-like comparison) excluding flight and other package options.

(e) The competing lower price must be available to the general public. The following type of prices are not eligible for a claim under this Guarantee:

- Group prices, corporate discount prices, meeting or conference prices, membership or club prices, special code, coupon or voucher prices, pre-paid prices, direct solicitations, or any prices connected to a specific organisation or not otherwise intended for the general public;
- Prices which are discounted specifically for Club Jumana, JA Al Safir members, JA Hadiya members, JA Neighbourhood Privilege Club or directed at other specific groups or individuals, or any prices requiring a code or coupon available from JA Resorts & Hotels;
- Discount and promotional prices, or prices within a combined package or travel package including but not limited to other services such as airfare, car rental, or any add on such as free meals, free spa or any other promotional offer bookable and available for a specific date or time or specific room type or price type;
- Prices for accommodation bookings of greater than 30 nights, or add-on extensions to a booking;
- Wholesale, opaque, or prices from any provider that does not disclose the hotel name, brand or exact location or other identifying details prior to completing the booking, or which are available through auction websites;
- Websites and online memberships or programs that require a password, opt in, login, or completion of a customer profile or similar, to view hotel prices; and
- Price differences attributable to differences or fluctuations in currency exchange prices.

(f) Price comparisons will be made on the basic room price, net of taxes, gratuities or other fees which may apply.

(g) Any cancellation fees or other costs which you incur as a result of cancellation of a reservation are for your own account and responsibility. JA will not be liable in any respect for such cancellation fees and costs.

Verification and Successful Claims

Your claim will be reviewed by JA Resorts & Hotels within 48 hours of receipt, and you will be notified of whether or not it has been successful. JA Resorts & Hotels reserves the right to reject any claim which it is unable to independently verify.

For the purpose of comparison, prices in different currencies will be converted by JA Resorts & Hotels into the same currency as that offered by JA Resorts & Hotels at the time of the reservation. JA Resorts & Hotels will use its ordinary method of conversation that would have applied at the time of the original reservation.

If your claim is successful you will be charged the lower price on check out upon presentation of your email confirmation validating the price and applying this Guarantee. For pre-paid reservations, the balance arising from any successful claim will be credited to you to be applied against food and beverages or other incidental charges to your account during your stay at the same JA branded hotel. Any final refunds applicable will (unless otherwise stated) be made by the same method used to take payment and in the same currency, less any non-refundable deposits or administration charges.

Any JA Al Safir member points or JA Hadiya member points applicable for the stay will be awarded on the basis of the price actually paid.

General

The terms of this Guarantee will apply in accordance with and subject to applicable law and shall be read and interpreted in conjunction with JA Resorts & Hotels Website terms and conditions and any other JA Resorts & Hotels terms and conditions applicable to your booking. This Guarantee may be amended or updated by JA Resorts & Hotels at any time and published here.