

Mirvac Best Online Price Promise Terms and Conditions:

1. If a rate is found on a website that is lower than the rate on Mirvac.com for the same date(s), same room type, same number of guests, at the same hotel and same rate and/or package terms and restrictions, we will match/honour the lower rate AND reward you with a \$50.00 credit toward Mirvac accommodation or food and beverage.
 - For hotels within Australia an Australian Dollar \$50.00 credit will be awarded
 - For hotels within New Zealand a New Zealand Dollar \$50.00 credit will be awarded
 - For hotels within Vanuatu a Vatu VUV4200.00 credit will be awarded.
2. The Mirvac credit is redeemable for accommodation, food, and beverage on any confirmed reservation for a Mirvac Hotel or Resort for one calendar year from the date of issue.
3. Mirvac's Best Online Price Promise applies only to online accommodation rates that are publicly available. Corporate rates, government rates, group and conference rates, wholesale rates, and/or rates which are part of a travel package do not qualify.
4. The Mirvac's Best Online Price Promise does not apply to unpublished rates. Unpublished rates are rates not available to the general public and include privately negotiated rates, packaged rates, and rates involving a prepaid voucher program. Rates not available to the general public include, but are not limited to:
 - a) Corporate rates
 - b) Government rates
 - c) Group and conference rates
 - d) Any rates requiring use of a special access code, membership in a club, programme, or other organisation where the rates are available only to a specified group of individuals and not intended for the general public.
 - e) Direct mail solicitations
 - f) Electronic mail solicitations
 - g) Prices that require a discount code or coupon
5. The Mirvac Best Online Price Promise does not apply to taxes, gratuities, or any additional hotel or resort guest charges or fees or local tourism levies that may apply at Mirvac hotel locations.
6. Claims for the Mirvac Lowest Online Price Promise must be submitted within 24 hours of the original confirmed reservation and at least 24 hours prior to local check in time of the hotel confirmed.
7. The Mirvac Best Online Price Promise applies to the same room type that is confirmed on Mirvac.com. The same room type may have different names on different online sites, and rate/price match claims will be honoured for room types which have confirmable features that include the same bedding, similar views, physical amenities, bedding, number of occupants and capacity, and room size as determined by Mirvac management.
8. The Mirvac Best Online Price Promise will compare the total room cost of a single and/or multiple night stay. Multiple claims for a stay consisting of two or more consecutive nights at the same hotel will be treated as one claim for one stay regardless of the number of reservations made, and the Mirvac Lowest Online Price Promise will be applied to that one stay.
9. The Mirvac Best Online Price Promise does not apply to any rates from opaque providers. An opaque provider is an entity or service that prevents the buyer from obtaining information relating to available hotel rooms until after the buyer has guaranteed payment. A site is opaque if it does not display any of the following:
 - The name of the hotel for which the available hotel room is located.
 - The precise location of the hotel for which the available hotel room is located.
 - The brand affiliation of the hotel that will provide the accommodation.
 - Other information specific to the hotel which may reveal the hotel's identity (i.e. the hotel's specific restaurant name).

10. The Mirvac Best Online Price Promise does not apply to packaged rates such as those booked by online travel agency sites and their related affiliates. Packaged rates include:

- Hotel room accommodation sold as part of a travel package, in which the hotel does not provide the extra service, including, but not limited to accommodation plus airfare and/or car rental and/or cruise and/or additional package elements.
- Hotel room accommodation sold with value added amenities, including, but not limited to hotel car parking and breakfast.

Process for a Valid Claim To Redeem Your Price Promise Reward:

1. A Mirvac Best Online Price Promise claim must be submitted within 24 hours after confirming a reservation through Mirvac-hotels.com and 24 hours prior to local check in time of the confirmed hotel. If the original reservation was made within 24 hours of arrival the Mirvac Best Online Price Promise is not applicable.
2. The original reservation refers to the initial booking confirmed via Mirvac-hotels.com and does not include amended, adjusted, modified, or cancelled reservations.
3. If a reservation is booked through an alternate site or any distribution channel other than Mirvac-hotels.com, Mirvac is not responsible for any booking fees or due commissions associated with the cancellation of that reservation.
4. Upon validation of the claim, a Mirvac Reservations Associate will send an email or other communication to you that includes the reservation confirmation number, the rate you will be charged, and, if applicable, confirmation of the \$50.00 credit to be applied to your hotel stay.
5. Only online reservation websites that offer 'instant confirmation' can be price matched; websites that offer rates 'on request' are unable to be price matched and are not valid for the Mirvac Best Online Price Promise.
6. If the lower rate is in a different currency from the Mirvac rate, a Mirvac Central Reservations Associate will convert the competing rate into the same currency as the rate offered on Mirvac-hotels.com. The currency exchange rate to be applied will be the interbank exchange rate available on foreign currency conversion site [Oanda](http://www.oanda.com) (www.oanda.com) at the time of claim processing. After converting the competing rate, Mirvac reserves the right to deny a claim where the competing rate appears lower than the Mirvac rate if it is deemed that the difference between the rates is due to, but not limited to, different currency exchange rates used by the two providers.
7. If you have not received confirmation from the Mirvac Central Reservations department within 24 hours of submitting a claim, you may contact us by email at [<reservations@mirvac.com>](mailto:reservations@mirvac.com) or by phone on 13 15 15 within Australia or +61 2 8913 3138 outside Australia to check the status of the claim.
8. Mirvac reserves the right to deny a claim, if it can not verify the availability of a competing rate at the time the claim is processed.

Contact

- Questions regarding Mirvac Best Online Price Promise claims can be directed to [<reservations@mirvac.com>](mailto:reservations@mirvac.com) or by calling 13 15 15 within Australia or 0800 507 903 within New Zealand or +61 2 8913 3138 outside Australia.

Mirvac reserves the right to revise, amend, update, and/or discontinue the Mirvac Best Online Price Promise at anytime at its discretion and without prior notice.

Revised: 18 June, 2009