

# BEST-PRICE GUARANTEE

On our website [www.residenzhotelchemnitz.de](http://www.residenzhotelchemnitz.de) you will always find the best room price or package price for your stay. That's guaranteed!

## OUR PROMISE

If you find a lower room price or package price with identical booking terms and services on the Internet, you will receive exactly the same best price from us. In addition we will provide you with a discount of 10 %!

## WHAT YOU HAVE TO DO

1. Simply book your stay on our website at [www.residenzhotelchemnitz.de](http://www.residenzhotelchemnitz.de)
2. If after making your booking you find a lower room price or package price within the next 24 hours and at least 48 hours before your arrival, please send us a message or give us a call. We will also require some proof of the offer, e.g. a screenshot of the website with the offer and an indication of the time.
3. You will receive a reply from us without delay.

## WHAT CONDITIONS HAVE TO BE MET?

1. It has to be the identical room category or package offer
2. Identical features
3. An identical time and duration of stay
4. An identical number of guests
5. Identical terms of payment, cancellation and contract
6. Any non-public rates (group, corporate or contractual prices) do NOT apply.
7. This offer does not apply either to the rates of tour organisers or the booking sites of the organisers or affiliate sites.

Price differences resulting from the incorrect display of taxes and or the rounding up or down of prices cannot be considered.

If you have any questions you can contact us at [info@residenzhotelchemnitz.de](mailto:info@residenzhotelchemnitz.de) or by telephone on +49-371-35 51-0.