

# Interval International Best Price Guarantee Claim Form

interval®



## MEMBER INFORMATION

Name: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Daytime phone number: \_\_\_\_\_ Email address: \_\_\_\_\_

Interval membership number: \_\_\_\_\_ Getaway confirmation number: \_\_\_\_\_

## COMPARISON RATE

Source: \_\_\_\_\_

Date and time found: \_\_\_\_\_

Customer service phone number: \_\_\_\_\_

## COMMENTS

Please include additional details that will assist us in reviewing your claim.

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## DIRECTIONS

1. Check that all terms and conditions are met (see attached).
2. Print out this claim form and fill out all of the information requested.
3. Attach a printout of the source of the Comparison Rate, such as a website page, email, newspaper advertisement, or letter.
4. Make sure this printout includes the date and time the Comparison Rate was found. This Comparison Rate must be found within 24 hours of your Getaway confirmation.
5. If the Comparison Rate was found at a competing timeshare exchange company, also include proof of your membership with that company, such as a photocopy of your membership card, as well as its customer service phone number.
6. Mail the completed claim form, with all supporting documentation, to your local Interval International servicing office.
7. Your fully completed claim form with all accompanying documentation must be received together, in one envelope, within seven days of the Getaway confirmation date. Claims that are incomplete or sent to the wrong address will not be processed. Do not send originals. Submission documentation will not be returned.

**This form must be completely and accurately filled out.**

For more information or **Frequently Asked Questions**, please go to [intervalworld.com](http://intervalworld.com).

## Best Price Guarantee Terms and Conditions

In the unlikely event that you find a lower rate, excluding taxes and insurance, for the same dates and resort stay within 24 hours of your Getaway confirmation, we will refund to you the difference between the amount you paid Interval International, Inc. ("Interval") for your confirmed Getaway and the lower rate ("Comparison Rate") under Interval's Best Price Guarantee program ("Best Price Guarantee").

For a claim to be valid under this Best Price Guarantee, it must satisfy all of the terms and conditions herein (the "Terms and Conditions") and be submitted in compliance with the claims processing procedures set forth below. Refunds for valid claims will be made as indicated below.

- 1. Membership:** You must be a member in good standing of Interval per the current Terms and Conditions of Individual Membership and Exchange at the time the Getaway is purchased and the claim is filed.
- 2. Getaway Purchase:** Best Price Guarantee is applicable to Getaways only. You must have already been issued a confirmation of a Getaway purchased from Interval either on intervalworld.com or from an Interval vacation advisor. A valid Interval Getaway confirmation number will be required in order to process your claim.
- 3. Comparison Rate:** The Comparison Rate must be found within 24 hours of the date and time of your Getaway confirmation, and it must be at the same resort for the same check-in and check-out dates. The unit associated with the Comparison Rate must have features that include, but are not limited to, similar number of bedrooms, private sleeping capacity, maximum occupancy, and kitchen type as the unit in the Getaway confirmation as determined by Interval at its sole discretion.
- 4. Ineligible Rates:** Comparison Rates that fit any of the following descriptions are not eligible for Best Price Guarantee:
  - Rates that are not available to the general public, including but not limited to, corporate discounts or rates, group rates, charter rates, rewards program rates, incentives, membership rates, meeting or convention rates, or rates available only by using a coupon or promotional code.
  - An exception to the above is a rate offered by a competing timeshare exchange company for the same dates and resort stay that is sold as a product offering similar to Interval International Getaways. You must be a member in good standing of the competing timeshare exchange company at the time of the Getaway purchase and when the other rate was found in order to use that rate as your Comparison Rate. All other terms and conditions apply.
  - Discount rates offered only to select members of groups or individuals who meet previously specified criteria such as, but not limited to, American Automobile Association members, seniors, or government employees.
  - Package rates that include the room and other components such as, but not limited to, travel, car rental, entertainment, and/or meals.
  - Package or group add-on rates that extend the length of a stay.
  - Rates from auctions, auction websites, bulletin boards, or exchanges.
  - Rates from individual timeshare owners privately renting out their weeks.
  - Rates from a resort or a third-party provider offered for the purpose of soliciting timeshare sales.
  - Rates available on websites that do not disclose the hotel brand or specific property until the reservation is completed.
  - Prepaid rates that involve a voucher or other form of prepaid certificate (including electronic vouchers and certificates).
- 5. Claim Filing:** In order for a claim to be eligible for review, the member who purchased the Getaway must file the claim. The fully completed claim form with all supporting information on the Comparison Rate must be received by Interval via mail at the address specified no more than one week following your Getaway confirmation. Do not send originals. Submission documentation will not be returned.

The required information includes, but is not limited to, member name; member mailing address; member email address and daytime phone number; Interval membership number; Getaway confirmation number; printed documentation showing the specific Comparison Rate, including date and time found; customer service phone number for the source of the Comparison Rate for verification purposes; and, if needed, proof of membership, such as a photocopy of your membership card, during the timeframe required, and contact information for a competing timeshare exchange program when that is the source of your Comparison Rate. See the claim form for a comprehensive list.

The claim form and all supporting information must be sent to Interval by mail only, all together in one envelope. Details such as, but not limited to, website links and phone numbers, do not by themselves qualify as supporting information.
- 6. Mailing Address:** Mail the completed claim form, with all supporting documentation, to your local Interval International servicing office. Claims sent to the incorrect address will not be processed.
- 7. Claim Processing:** Interval will initiate processing of a claim within five business days of its receipt. Once your claim has been processed and reviewed, you will be contacted at the email address provided on the claim form. **If a claim is approved, you will be refunded the difference between the Comparison Rate and the amount you paid for the Getaway.** If you paid with a credit card, you will receive a credit back on that card. Please allow two to three payment cycles for the credit to appear on your account. If you paid by check, you will receive a check via mail. Please allow two to three weeks processing and mailing time. Any cancellation of a Getaway confirmation results in loss of the unit. Getaway fees will not be refunded under any circumstances.
- 8. Currency:** All rates and comparisons will be measured in the currency of the Getaway purchased. Rate disparities solely attributable to fluctuations and/or differences in currency exchange rates are excluded from the guarantee.
- 9. Other Terms:** Best Price Guarantee is void where prohibited by law. Purchase of Getaways and use of the Best Price Guarantee program are subject to the current Terms and Conditions of Individual Membership and Exchange. Only one claim will be processed per Getaway purchased. All decisions by Interval on claims filed are final.
- 10. Changes:** Interval reserves the right in its sole discretion to modify or discontinue the Best Price Guarantee or to restrict its availability to any person, at any time, for any or no reason, without prior notice or liability. The terms that are in effect at the time of the applicable Getaway confirmation will determine your eligibility under the Best Price Guarantee. No change in the Best Price Guarantee will affect any claims already filed or refund that has already been issued. The failure by Interval to enforce any provision of these Terms and Conditions shall not constitute a waiver of that provision.