

BEST RATE
GUARANTEE

With this benefit, you can be sure you'll always get the best rate on your stay.

WHEN DOES THE GUARANTEE APPLY?

It is exclusive to Fiesta Americana Travelty family hotel bookings made through fiestarewards.com in the [Access Fiesta Rewards section](#) and compared under the same conditions.

THESE ARE SOME EXAMPLES OF THE CONDITIONS THAT APPLY TO THE GUARANTEE (INCLUDING, BUT NOT LIMITED TO):

The following parameters must be the same:

- Hotel and destination
- Room type and category
- Number of rooms
- Number of guests
- Travel dates
- Cancellation policies
- Deposit policies
- General terms and conditions

Discrepancies must be reported within 24 hours of being identified.

HOW TO REQUEST THE GUARANTEE?

1

Contact an Access Fiesta Rewards planner by calling: +1 877 767 2327. Attention hours from Monday through Sunday, from 8:00 am to 10:00 pm.

2

- Make sure you have screenshots showing:
- Quote date and time
 - Website address where you obtained the quote
 - Travel dates
 - Hotel name
 - Room type
 - Number of guests

3

Once the discrepancy has been validated under the same conditions, the adjustment will be applied guaranteeing you a better rate immediately.

THESE ARE EXAMPLES OF WHEN THE GUARANTEE DOESN'T APPLY (INCLUDING, BUT NOT LIMITED TO):

- Non-cancelable or non-refundable rates
- Rates booked for dates subject to cancellation penalty terms
- Group, event, member, or association rates

WHERE TO COMPARE RATES?

We guarantee that bookings made at Fiesta Americana Travelty hotels through fiestarewards.com in the [Access Fiesta Rewards section](#) or through the [Access Fiesta Rewards line](#) will get the lowest available rate compared with the following websites in their public versions*:

- despegar.com.mx
- expedia.mx
- pricetravel.com.mx
- booking.com
- fiestamericana.com or any Fiesta Americana Travelty brand website

*The public version refers to the website displayed without signing in, which is accessible to the general public and does not require membership or payment of a membership fee.