

WE GUARANTEE THE BEST RATES AROUND

If you find a lower rate publicly available on the internet we'll match that rate and REWARD you with an extra 10% off.

The Golden Nugget Las Vegas guarantees that every hotel reservation booked through either www.goldennugget.com or made by directly calling our Golden Nugget Room Reservation Department at 1.800.634.3454 is guaranteed to be the lowest rate publicly available on the Internet. If you find a rate on another website lower than the best available Internet rate found on the www.goldennugget.com website, for the same room type and dates, rate payment requirements (e.g. full prepayment) and restrictions, we will not only match the lower rate you have found, but will also reward you for bringing it to our attention!

You must do the following to claim our Best Available Rate Guarantee:

Book your reservation at www.goldennugget.com or by calling 800.634.3454. Then complete a Claim Form within 24 hours of booking your room. Upon verification of your claim, The Golden Nugget Las Vegas will adjust your rate for the nights for which the lower rate was found, plus give you an Extra 10% off. Rooms on the other website must be publicly available and bookable on the Internet at the time of verification. The rates are not valid if they are only published in the text.

How to Submit a Claim

1. Before submitting a claim, please read the Terms and Conditions below.
2. **Download the Best Rate Guarantee Claim Form.**

*Please complete all fields of the Best Rate Guarantee Claim Form. Incomplete forms may not be processed.

3. Fax or email the completed form, along with the appropriate form of evidence.

Fax Number: 702.386.8244

E-mail: brg@goldennugget.com

If you choose to e-mail us you will hear back from the Reservation Department, via e-mail, within 72 hours of submitting your claim.

Terms & Conditions

Your claim must meet the following requirements:

- The comparison rate on an alternate site must be found within 24 hours of booking or at the same time of booking. Each night will be considered individually when evaluating the comparison rate.
- The matching rate will be taken from the lower rate found and verified on the other site. The lower rate must be bookable and confirmed available. One way to confirm availability is to provide a printout of the screen or a screenshot of the Web site with the lower rate that proves availability.
- Availability of the Competing Rate must be proven by an acceptable form of evidence (i.e. the credit card information page that shows the rate, room type, dates, etc.)
- The guarantee does not apply to taxes, gratuities, guest incidental charges, food and beverage charges, resort fees or any other fees you may incur during your stay.

- To avoid potential abuse and to enable us to honor our best available rate guarantee, the acceptance of all requests is ultimately at the discretion of The Golden Nugget Las Vegas, who will at all times act reasonably and in good faith.
- All Best Rate claims must be submitted in US dollars.
- Terms and conditions subject to change without notice
- Fax or e-mail a completed form, along with the appropriate form of evidence.
- The reservation must be made on www.goldennugget.com or via the Golden Nugget call center for Golden Nugget Las Vegas in order to qualify.

Rate must be available to the general public and does not apply to:

- Negotiated corporate, entertainment, group and net rates.
- Qualified discount rates, such as AAA, AARP rates and convention rates, or direct marketing offers.
- Opaque rates booked on an auction site where the consumer does not know the hotel being booked until confirmation. Examples of these types of sites are (but not limited to) Priceline and Hotwire.com.
- Package websites or wholesale websites where room rate are packaged with other travel components, such as air or rental cars.
- Hotel package rates that include additional amenities such as meals, parking, etc.
- Discount rates that are offered to select groups of individuals such as Senior Citizen rates and Government rates.
- Rates extended to Golden Nugget sponsored Special Events.
- Social Media special offers found on Golden Nugget Facebook and Twitter sites.
- Discounted rates offered via email from Golden Nugget.

Claims Processing

A claim must be submitted within 24 hours after making the original reservation through the www.goldennugget.com branded website or calling the Reservations Department at 800.634.3454. The Best Rate Guarantee is not applicable within 72 hours of arrival. An original reservation refers to the initial reservation made through the www.goldennugget.com branded website or the Reservations Department and does not include modified or cancelled reservations.

Availability of the Competing Rate must be proven by an acceptable form of evidence, including:

- A printout of the screen or a screenshot that proves availability and rate (i.e. the credit card information page that shows the rate, room type, dates, etc.). You do not, however, need to book the rate.
- Initial search results screens and other screens prior to the point of transaction or booking do not demonstrate that the room and rate are actually available from the Web site and are not acceptable.
- Availability screens that read "On Request", or the equivalent, must be checked for rate availability.
- A rate which is published through magazine, newspaper or any other communication medium for online purchases must be dated, documented and must be confirmed by Golden Nugget for availability. A claim submittal form is available on www.goldennugget.com. This claim form must be submitted via facsimile or email accompanied by appropriate evidence of the Competing Rate.

Golden Nugget Room Reservations Associates have the sole right and discretion to determine the validity of any claim, including, but not limited to, determining that it is for the same hotel, room type, dates, and that it meets all Terms, Conditions, and Claims Processing requirements.

Upon validation of the claim, a Room Reservations Associate will send an email to you that will include the reservation confirmation number and the new rate you will be charged.

Golden Nugget's Best Rate Guarantee cannot be combined with other offers or promotions. Void where prohibited by law. Golden Nugget reserves the right to amend, revise, supplement, suspend or discontinue the Best Rate Guarantee at anytime in its sole discretion and without prior notice.

Rate quoted is for standard room type and does not include taxes, gratuities and other charges that may apply. Other restrictions may apply.

If you find and advise Golden Nugget of a lower, publicly available room rate for the same hotel and accommodations, for the same room type and bed type, and for the same dates and number of guests (the "Competing Rate"), within 24 hours after making a reservation on www.goldennugget.com or calling the Reservations Department, Golden Nugget will honor the Competing Rate, plus give you an additional 10% discount off the Competing Rate.

In the event of a multiple night stay, the Best Rate Guarantee will compare the total room cost of the stay as booked on www.goldennugget.com with the total room cost of the stay booked at a Competing Rate with substantially similar Rate Limitations.

The Best Rate Guarantee does not apply to rates that are not publicly available. These rates include private rates, packaged rates, rates involving a prepaid voucher program, hotel rooms sold as part of a travel package, and rates not available to the general public. Rates not available to the general public include direct marketing offers, social media offers, corporate discount rates, convention rates, group rates, meeting rates, any rates requiring membership in a club such as AAA rates or AARP rates, affinity program, or other organization where the rates are targeted specifically toward a specific group of individuals and not intended for the general public.

The Best Rate Guarantee does not apply to any rates from Opaque Providers. An opaque provider is any entity or service that sells or otherwise makes available, or directly or indirectly provides or makes available, information relating to available hotel rooms in a manner that prevents, until after the buyer has guaranteed payment, a customer from determining through information made available by such entity two or more of the Opaque Characteristics of any specific available room or hotel reservation that is currently available. Opaque Characteristics means with respect to any available hotel room or hotel reservation, (a) the name of the property on which the available hotel room is located, (b) the precise location of the property on which the available hotel room is located and (c) the identity, brand or flag affiliation of the hotel that will provide such available room.

The Best Rate Guarantee does not apply to taxes, gratuities, or any additional resort or guest charges or fees that may apply at Golden Nugget.

Any questions regarding claims should be directed to:

Golden Nugget Las Vegas

702.386.8225

800.634.3454

brg@goldennugget.com

Golden Nugget Las Vegas Best Rate Guarantee Fax Claim Form

Please complete all fields of the Best Rate Guarantee Claim Form.

Incomplete forms may not be processed.

Fax your completed form to 702.386.8244

Date: _____

Guest Information

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Country: _____

Phone: _____ Fax: _____

Email: _____

24 Karat Club Card Number (if applicable): _____

Reservation Information

Arrival Date: _____ Departure Date: _____

Confirmation Number: _____ Confirmed Rate: _____

Third Party Quoted Rate: _____

Third Party Location: _____

Proof Submitted: _____

Comments: _____
