



PRICE MATCH GUARANTEE

Once you book with Hyten Global, put us to the test. If you find a lower rate on a hotels, cruises, car rentals or airfare after you've booked with us, we will match the price. We guarantee the lowest rate on the web. Please note that this guarantee does not apply to Jetsetters or Benefit Hub.

Example 1

Let's say that you book a hotel with Hyten at \$90 a night for 3 nights (\$270). Later that day, you find a reservation outside of Hyten for that same hotel (with the same dates, same room size and amenities) for \$80 a night for 3 nights (\$240). That's a difference of \$30!

Under the Price Match Guarantee, we'll credit you the difference of \$30 in Reward Points.

Example 2

Let's say you book the following flight on Hyten for the rate of \$385:

Explorer Airlines – flight #388, Los Angeles to New York City departs on November 4th at 10:30 AM (seat 11A). Later that day, you find a cheaper flight for the same dates on Safety Airlines. In an effort to get a price match that is offered for Airfare, you send in a Price Match Guarantee form showing the difference in price. This form would be rejected because it's not the same airline or same flight number.

Now, let's say you booked the Explorer Airlines flight mentioned above with Hyten and then, later that day, you found a lower price on a different website for the same flight number. The only difference is that the flight to NYC has you in seat 25F. Would you be eligible for the Price Match Guarantee price match? No. The flight number may be the same, but the difference in seat assignment (and therefore seat class distinction) does not make this an identical comparison. If you found a cheaper rate for the same price and same seat class distinction, we'd expect to hear from you with a completed claim form. At that point, we could give you a price match.

Example 3

For your dream trip to New England, you use Hyten to book a room with a queen-sized bed at the Comfy Cozy Bed N' Breakfast in Cornwall, Connecticut at \$49 a night from April 18th–April 22nd. Later that night, you start browsing for cheaper rates and come across the Kinda Cozy Bed N'Breakfast just down the street for the same dates, but they offer a room with a queen-sized bed at \$39 a night. Would that qualify for the Price Match Guarantee? No. The booking must be for the same hotel.

If you were to find a rate that evening for a room with a double-sized bed at the Comfy Cozy BnB for \$40 a night, would that count? Unfortunately not. The room types would need to be identical. Now, if you found a room with a queen-sized bed at the Comfy Cozy BnB for the same dates, April 18th–April 22nd, for \$39 on the same day you made your Hyten booking, then you'd be eligible to take advantage of the Price Match Guarantee. You'd simply need to fill out a claim form and show proof of the lower rate by providing a time-stamped screenshot and URL of that listing by 11:59 PM (Mountain time) of the same day.