



Enjoy WORRY FREE Vacations with our

PRICE MATCH GUARANTEE!

Worrying about getting the trip you want for the best price shouldn't be part of your travel planning experience – and with Carlson Wagonlit Travel it won't be. We guarantee that the price you pay for a packaged vacation (charter flight, hotel and transfers) is the best price available at the time of booking. If you find a better price online or advertised locally, CWT will match the lower rate – so you can always book your vacation with total confidence! Plus you'll enjoy all of the CWT Vacation Club perks!

Terms and Conditions:

1. Overview: In the event that you find a lower rate on another Canada-based website or advertised in local media to the general public, CWT will match the lower rate. This Price Match Guarantee is subject to the terms and conditions listed below.

2. Applicability: The Price Match Guarantee applies to pre-packaged vacations from preferred tour operator partners of CWT – Air Canada Vacations, Transat Holidays, Nolitours, Sunquest and WestJet Vacations. The Guarantee does not apply to "build your own" packages, cruises, and tours or to other product lines or tour operators. It applies to new bookings only and not to travel arrangements made prior to the discovery of the lower rate.

3. Notifying CWT of a Claim: You must contact your local office to finalize your CWT booking in order to make a claim under the Price Match Guarantee. The lower rate must be available for booking at the time you contact us, as determined by our travel counsellors.

4. Must be "Apples to Apples" Comparison: The Price Match Guarantee is applicable only for exact pre-packaged vacation itinerary matches, price all in with taxes and fees included, with the same parameters and options including tour operator, hotel and room type, meal plan, class of service, number of travellers and options, and the exact same dates and times of travel as displayed on CWT's website. The Price Match Guarantee applies only to prices displayed in CWT search results. The Price Match Guarantee is not available for bookings on websites where the airline, property, itinerary or similar booking details are unknown until after purchase. It does not apply to 'first screen' results which may be cached and outdated information but rather to the actual selling price that is confirmed by choosing the package and going forward to the second screen which is live information. You must meet all requirements imposed on the lower price (if any), including, without limitation, residency, regional and age-related requirements.

5. Comparison Rates Must Be Available to the General Public: The Price Match Guarantee applies only to prices both advertised and available to the general public on a Canada-based website. For example, this does not include rates offered on membership program websites, corporate discounts or rates; group, charter, rewards program, incentive, meeting, convention, consolidator or interline prices; prices obtained via auction or similar process; or prices available only by using a voucher or other promotion not offered to the general public. The lower rate may not come from a website where you call to get the rate, or from a marketing e-mail that you received. The rate must be quoted in Canadian dollars (and without reference to currency converters).

6. Verification of Claims: All requests are subject to verification by the Carlson Wagonlit Travel office that you contact. CWT will not accept screenshots or other purported evidence of a lower price that cannot be independently confirmed by CWT personnel. Nor will CWT verify any request that it believes, in its sole discretion, is the result of a technical or other error or is made fraudulently or in bad faith. Verified requests will have bookings finalized by CWT using the lower, verified rates.

7. Changes: CWT reserves the right in its sole discretion to modify or discontinue the Price Match Guarantee or to restrict its availability to any person, at any time, for any or no reason, and without prior notice or liability to you. The terms that are in effect at the time of your claim will determine your eligibility under the Price Match Guarantee. The failure by CWT to enforce any provision of these Terms and Conditions shall not constitute a waiver of that provision.