LUXOR®
LAS VEGAS

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: 702-262-4825

E-mail: promotions@luxor.com

You will hear back from the Customer Service Center, via e-mail, within 72 hours of submitting your claim.

Terms & Conditions

All Best Rate claims must be submitted in US dollars.

Your claim must meet the following requirements:

- It has not been more than 24 hours since you booked your original reservation.
- Packages and promotions excluded.
- Rate must be for the same room type.
- The rate must be available to the general public.
- Qualified discount rates, such as AAA rates, AARP rates, convention rates, or direct marketing offers do not apply. This guarantee does not apply to packaged rates with airfare on 3rd party websites.
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- The rate must be confirmed as 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. Due to the processes and advertising practices at some Web Sites not owned by MGM Resorts International™ the initial search results

may not reflect a rate or even a room that is currently and actually available through that Web site. In other words, although an initial search results screen may show a particular room availability and rate, if you were to try to book that room, at the point of transaction you would see a screen that states either the room is unavailable or that the room is available at a different rate. Accordingly, you must provide a printout of the screen or a screenshot of the website at the point of transaction (for example, a credit card information page just before actual booking that shows availability, the rate, room type, dates, etc.)

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

- Rates that are "available upon request" must be confirmed for availability through a call to the rate provider. Luxor will confirm the availability of the rate with its property before honoring a claim, and Luxor will not honor claims on rates that are not available at that time.
- Claims can not be filed within 3 days of arrival. Because Luxor must check the availability of the rate before honoring a claim, we cannot guarantee that this process will occur for reservations booked within 72 hours of arrival. If you meet the above requirements, please follow the steps below to submit your claim.

Claims Processing

A claim must be submitted within 24 hours after making the original reservation through the Luxor.com branded website, but at least 72 hours before scheduled arrival at Luxor. If the original reservation was made within 72 hours of arrival, the Best Rate Guarantee is not applicable. An original reservation refers to the initial reservation made through the Luxor.com branded website 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 Luxor for availability. A claim submittal form is available on Luxor.com. This claim form must be submitted via facsimile or email accompanied by appropriate evidence of the Competing Rate.

Luxor Customer Service Center 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, the Customer Service Center Associate will send an email to you that will include the reservation confirmation number and the new rate you will be charged.

Upon check-out at Luxor, you will be automatically charged the confirmed lower rate. If requested, you must present your email confirmation from the Customer Service Center Associate to the front desk agent as validation for the lower rate.

If, for any reason Luxor does not honor the lower rate before check out, you must fax the respective Customer Service Center Department within 15 days of the conclusion of your stay with the folio and a copy of the confirmation email that you received from the Luxor Customer Service Center. The Customer Service Center Department will then reimburse you by either check or credit card, the difference in rates.

Luxor's Best Rate Guarantee cannot be combined with other offers or promotions. Void where prohibited by law. Luxor 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 Luxor of a lower, published, 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 Luxor.com, Luxor 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 Luxor.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 unpublished rates. Unpublished 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, 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 Luxor.

Any questions regarding claims should be directed to:

Luxor Las Vegas
Attn: Director of Marketing
Luxor Las Vegas
3900 Las Vegas Boulevard South
Las Vegas, NV 89119