



If you find the same flight offered with a lower price (incl. Fees, taxes and service charge) on another website in English language within 24 hours after you finished your booking on eDreams's website, eDreams will provide you with a discount coupon for your next purchase, matching the difference.

## 1 Conditions for getting the discount coupon

To obtain the discount coupon, the other flight offer must meet the following conditions:

- Same form of payment
- Same marketing and operating airline
- Same airports for take off/landing and connection points
- Same travel dates and times
- Same flights numbers
- Same booking classes (for example, First Class, Business Class, Economy Class, PremiumEco, Economy Plus)
- Same passenger type and number involved in the trip (e.g. number of adults, children or babies.)
- Same ancillary conditions (bags, seats in-/excluded)
- Fares of both being bookable on both websites
- Not on following carriers: Ryanair, Vueling, Easyjet, Transavia, Lufthansa

Any additional costs that occur by booking insurance will not be taken into consideration in terms of comparing the offers.

## 2 Exclusions

This Price Guarantee is not valid for flights for which the identity of the operating and marketing airline will not appear on the 3rd party website.

The Price Guarantee does not apply to any competing offer which has been reduced by individual vouchers or individual discounts from third parties. Telephone bookings are excluded from the Price Guarantee.

The discount coupon will not be issued in case of cancellation of the booking. Should a cancellation be made after the discount coupon is issued, it will be made invalid again.

## 3 Terms of guarantee

If you find a cheaper ticket on a website of another online travel agency (OTA) which meets all the above mentioned conditions, in order to get discount coupon you must send within 24 hours after booking (the date of receipt of the confirmation mail is deciding) an e-mail containing the following information to [com.warranty.flight@edreams.com](mailto:com.warranty.flight@edreams.com).

- Subject of the email: "Application for issuing the discount coupon + flight reservation number" (e.g. Y2MQBP)
- A copy of the confirmation e-mail of the booking of your ticket at [au.edreams.com](http://au.edreams.com).
- A screenshot of the website of the competing offer showing the same flight available with a lower price (including all fees and taxes.). Note: The screenshot must be the final step of the booking on the provider's website (prior to concluding the booking)

NOTE: No applications can be made by telephone. Any incomplete application will not be processed. All applications which are not similar to the example above will not be processed. eDreams will not verify applications that have any printing errors or errors of any type, or have been made in a suspicious manner

## 4 Claim Procedure

After verifying the competing offer pursuant to above mentioned conditions we will start the claim procedure.

Provided that the conditions above are met and after receipt of full payment of the ticket price eDreams you will receive a discount coupon, valid for another purchase in [au.edreams.com](http://au.edreams.com), with a value of the difference between the price applied by eDreams and the lower price. This process may take up to 30 working days.