

Shinjuku New City Hotel - Best Rate Guarantee

Your reservation with us should be at the lowest price possible. Should you find a lower rate with the same booking conditions within 24 hours of your booking, we will match the rate.

Submitting a Claim

Email us at kitano.t@newcityhotel.co.jp

- Indicate your booking confirmation no. in the subject line
- Provide the URL of the website with the better rate
- Provide a screenshot the website where the room type and rates for the required dates of your stay are indicated as available.

Guarantee Terms and Conditions

1. This guarantee applies to confirmed reservations made via <http://www.newcityhotel.co.jp/eng> only. Your confirmation no. must be submitted to complete the claim.
2. The following conditions must apply:
 - Same hotel
 - Same period of stay
 - Same room/bed type
 - Same currency
 - Same stay conditions, including but not limited to advance purchase requirements, day of arrival requirement, minimum stay requirement, book period, prepayment and deposit requirements
 - Same cancellation and amendment policies
 - The room must be available for instant confirmation when we validate the claim.
3. The "Best Price Guarantee" does not apply to unpublished rates that are not meant for the general public. Lower rates available through opaque sites, where the exact hotel is not known until after booking, are also excluded from the guarantee.
4. Our "Best Price Guarantee" cannot be combined with other offers or promotions.
5. Shinjuku New City Hotel reserves the right to modify, review, append, suspend or terminate the "Best Price Guarantee" at any time.