

Terms and Conditions

HotelCity.com Code of Best Practices

Our mission is to empower people to experience the world's greatest sporting events, by offering access to hard to get hotels for the most sought after sports events and attractions in the World. In order to achieve this goal, we will live up to the following best practices:

- We bring and allow you to experience exclusive special events with hotels properties ranging from high end to whatever serves your needs wherever on the planet
- We bring and allow you to experience sports and other hard to get events
- We can facilitate obtaining tickets, hospitality, air charter, ground transportation, group travel, and the hotel rooms for any event worldwide
- We help you (24/7): Our customer service centers are here to help you
- We listen to you: Our Platform is the product of what YOU (the users) prefer and find most convenient when using our service
- We promise you an informative, user-friendly website that guarantees the best available prices.

Introduction to our Terms and Conditions

These terms and conditions, as may be amended from time to time, apply to all our services directly or indirectly (through distributors) made available online, through any mobile device, by email, or by telephone. By accessing, browsing, and using our

(mobile) website or any of our applications through whatever platform (hereafter collectively referred to as the "Platform") and/or by completing a reservation, you acknowledge and agree to have read, understood, and agreed to the terms and conditions set out below (including the privacy statement).

These pages, the content, and infrastructure of these pages and the online reservation service (including the facilitation of payment service) provided by us on these pages and through the website are owned, operated, and provided by HotelCity.com and are provided for your use, subject to the terms and conditions set out below. The relationship that we have with the Hotel Providers is also governed by the terms and conditions which govern the (B2B) commercial relationship we have with each of these Hotel Providers. Each Hotel Provider acts in a professional manner vis-à-vis HotelCity.com when making its product and/or service available on or through HotelCity.com (both for its business-to-business ("B2B") and/or business-to-consumer ("B2C") relationship). Note that Hotel Providers may have, declare applicable, and/or require (acceptance of) – in addition to the policies and fine print as disclosed on the website, their own (delivery/shipping/carriage/usage) terms and conditions and house rules for the use, access, and consummation of the Hotel (which may include certain disclaimers and limitations of liability).

Definitions

"HotelCity.com," "us," "we," or "our" means Accommodations Marketplace, LLC., a limited liability company incorporated under the laws of New Jersey, USA, and having its registered address at 535 Route 38 East, Suite 360, Cherry Hill, NJ USA. "Platform" means the (mobile) website and app on which the Hotel Service is made available owned, controlled, managed, maintained, and/or hosted by HotelCity.com. "Hotel"

means the various different travel products and services that can be ordered, acquired, purchased, bought, paid, rented, provided, reserved, combined, or consummated by you from the Hotel Provider.

"Hotel Provider" means the professional provider of accommodations (e.g. hotel, motel, apartment, bed & breakfast), (e.g. car rentals, cruises, rail, airport rides, bus tours, transfers), tour operators, travel insurances, and any other travel or related product or service as from time to time available for Hotel Reservation on the Platform (whether B2B or B2C).

"Hotel Service" means the online purchase, order, (facilitated) payment, or reservation service as offered or enabled by HotelCity.com with respect to various products and services as from time to time made available by Hotel Providers on the Platform.

"Hotel Reservation" means the order, purchase, payment, booking, or reservation of a Hotel.

1. Scope and Nature of Our Services

Through the Platform, we (HotelCity.com and its affiliate (distribution) partners) provide an online platform through which Hotel Providers—in their professional conduct of business (i.e. B2C or B2B)—can advertise, market, sell, promote, and/or offer (as applicable) their products and service for order, purchase, reservation, hire, and through which relevant visitors of the Platform can discover, search, compare, and make an order, reservation, purchase, or payment (i.e. the Hotel Service). By using or utilizing the HotelCity.com (e.g. by making a Hotel Reservation through HotelCity.com), you enter into a direct (legally binding) contractual relationship with HotelCity.com with which you make a reservation or purchase a product or service (as applicable). From

the point at which you make your Hotel Reservation, we act solely as an intermediary between you and the Hotel Provider, providing the details of your Hotel Reservation to the relevant Hotel Provider(s) and sending you a confirmation email for and on behalf of the Hotel Provider.

When rendering our Services, the information that we disclose is based on the information provided to us by Hotel and Service Providers. Although we will use reasonable skill and care in performing our Hotel Service, we will not verify and cannot guarantee that all information is accurate, complete, or correct, nor can we be held responsible for any errors (including manifest and typographical errors), any interruptions (whether due to any (temporary and/or partial) breakdown, repair, upgrade, or maintenance of our Platform or otherwise), inaccurate, misleading, or untrue information, nor non-delivery of information. Each Hotel Provider remains responsible at all times for the accuracy, completeness, and correctness of the (descriptive) information (including the policies, conditions, and availability) displayed on our Platform. Our Platform does not constitute and should not be regarded as a recommendation or endorsement of the quality, service level, qualification, or (star) rating of any Hotel Provider (or its facilities, venue, vehicles, (main or supplemental) products or services) made available, unless explicitly indicated or set out otherwise.

Our Hotel Service is made available for your use only. Therefore, you are not allowed to resell, deep-link, use, copy, monitor (e.g. spider, scrape), display, download, or reproduce any content or information, software, reservations, tickets, products, or services available on our Platform for any commercial or competitive activity or purpose.

2. Prices

The prices as offered by the Hotel Providers on our Platform are highly competitive. All prices for your Hotel are displayed including VAT/sales tax and all other taxes (subject to change of such taxes) and fees, unless stated differently on our Platform or the confirmation email/ticket. Ticket prices are per person or group and subject to validity or expiration as indicated on the ticket, if applicable. Applicable fees and taxes (including tourist/city tax) may be charged by the Hotel Provider, tour operator, sponsor, event organizer in the event of a no-show or cancellation.

Sometimes a specific stay, product, or service made available by Hotel or Service Providers may carry special restrictions and conditions, for example, non-cancelable and non-refundable. Check the relevant product, service, and reservation conditions and details thoroughly for any such conditions prior to making your reservation.

The currency converter is for information purposes only and should not be relied upon as accurate and real-time, actual rates may vary.

Obvious errors and mistakes (including misprints) are not binding.

3. Privacy and Cookies

HotelCity.com respects your privacy. Please take a look at our **Privacy and Cookies Policy** for further information.

4. Fees

Hotel Providers pay a commission (of 25% to 75% based on the event and market conditions) to HotelCity.com after the end-user has consummated the service or product of the Hotel Provider (e.g. after the guest has stayed at (and paid) the accommodations and the event has finished). Hotel Providers which have a commercial relationship with HotelCity.com (through an agreement) will be made available on Platform (for their B2B

and/or B2C promotion of their product). From time to time HotelCity.com may allow individuals or companies to list their hotel inventory on our platform only if their “Paid” contract is transferred to HotelCity.com, transferring the contract to HotelCity does not guarantee a sale, if the listing is sold all or partially HotelCity will pay within 30 days of the events last date.

5. Payments

For certain products and services, HotelCity.com facilitates (through third-party payment processors) the payment of the relevant product or service (i.e. the payment facilitation service) for and on behalf of the Hotel Provider. Payment is safely processed from your credit/debit card or bank account to the bank account of the accommodation provider through a third-party payment processor. Any payment facilitated by us for and on behalf of, and transferred to the Hotel Provider will in each case constitute a payment of the booking price by you of the relevant product or service in the final settlement of such due and payable price and you cannot reclaim such paid monies.

For certain (non-refundable) rates or special offers, note that HotelCity.com may require that payment be made upfront by wire transfer (if available) or by credit card, and therefore your credit card may be pre-authorized or charged (sometimes without any option for refund) upon making the Hotel Reservation. You will not hold HotelCity.com liable or responsible for any (authorized, (allegedly) unauthorized or wrong) charge by the Hotel Provider and not (re)claim any amount for any valid or authorized charge by the Hotel Provider (including for pre-paid rates, no-show, and chargeable cancellation) of your credit card.

In the event of credit card fraud or unauthorized use of your credit card by third parties, most banks and credit card companies bear the risk and cover all charges resulting

from such fraud or misuse, which may sometimes be subject to a deductible (usually set at USD \$50 (or the equivalent in your local currency)). In order to indemnify you, please report fraud to your credit card provider (in accordance with its reporting rules and procedures) and contact us immediately. This indemnification only applies to credit card reservations made using HotelCity.com's secure server and the unauthorized use of your credit card resulting through our default or negligence and through no fault of your own while using the secure server.

Unless agreed otherwise, all provider payments credited to your HotelCity.com account will be released within twenty (20) to thirty (30) business days after the end of the event for which the respective Services or products were sold.

6. Payments and Cancellation Policy

By making a Hotel Reservation with a HotelCity.com, you accept and agree to the relevant cancellation and no-show policy of that HotelCity.com, and to any additional (delivery) terms and conditions of the HotelCity.com that may apply to your Hotel, including for services rendered and/or products offered by the HotelCity.com. Note that rates, fees, or special offers are not eligible for cancellation, refund, or change.

Applicable city/tourist tax may still be charged by the Hotel Provider in the event of a no-show or charged cancellation. Check the (reservation) details of your product or service of choice thoroughly for any such conditions prior to making your reservation.

Note that a Hotel Reservation which requires down payment or (wholly or partly) prepayment may be canceled (without a prior notice of default or warning) insofar the relevant (remaining) amount(s) cannot be collected in full on the relevant due or payment date in accordance with the relevant payment policy of the HotelCity.com and the reservation. Cancellation and prepayment policies may vary per segment, product,

or service of each event or hotel. Carefully read the terms and conditions and important information in your reservation confirmation for additional policies as may be applied by the Hotel Provider (e.g. in respect of age requirement, security deposit, room types, extra beds/no free breakfast, pets/cards accepted). Late payment, wrong bank, debit or credit card details, invalid credit/debit cards or insufficient funds are for your own risk and account, and you will not be entitled to any refund of any (non-refundable) prepaid amount unless the HotelCity.com agrees or allows otherwise under its (pre)payment and cancellation policy.

If you want to review or, adjust, your Hotel Reservation, revert to the confirmation email and follow the instructions therein. Note that you may be charged for your cancellation in accordance with the HotelCity.com cancellation, (pre)payment and no-show policy, or not be entitled to any repayment of any (pre)paid amount. We recommend that you understand that you agree to these terms and conditions regarding cancellation, (pre)payment and no-show policy of the HotelCity.com carefully prior to making your reservation, and remember to make further payments on time as may be required for the relevant reservation.

If you have a late or delayed arrival on the check-in date or only arrive the next day, make sure to promptly communicate this with the HotelCity.com customer service department. HotelCity.com does not accept any liability or responsibility for the consequences of your delayed arrival.

7. Communication and Correspondence

By completing a Hotel Reservation, you agree to receive (i) an email which we may send you shortly prior to your arrival date, giving you information on your destination and providing you with certain information and offers (including third-party offers to the

extent that you have actively opted in for this information) relevant to your Hotel (Reservation) and destination, (ii) an email after arrival to rate the (experience with your) Hotel Provider and HotelCity.com, and (iii) an email which we may send to you promptly after your stay inviting you to complete our guest review form. See our privacy and cookies policy for more information about how we may contact you.

HotelCity.com disclaims any liability or responsibility for any communication by or with the Hotel Provider on or through its platform. You cannot derive any rights from any request to, or communication with the Hotel Provider or any form of acknowledgment of receipt of any communication or request. HotelCity.com cannot guarantee that any request or communication will be received or read by, complied with, executed, or accepted by the Hotel.

In order to duly complete and secure your Hotel Reservation, you need to use your correct email address. We are not responsible or liable for (and have no obligation to verify) any wrong or misspelled email address, or inaccurate or wrong (mobile) phone number or credit card number.

Any claim or complaint against HotelCity.com must be promptly submitted, in any event within 10 days after the scheduled day of consummation of the product or service (e.g. check out date). Any claim or complaint that is submitted after the 10 days period may be rejected, and the claimant will forfeit the right to any damages or compensation.

8. Event Ticket Policies (if applicable)

If you have sold services or products to HotelCity (including but not limited to, hotel rooms, tickets, hospitality, or other services) but can't deliver them as promised, there is

a penalty of 40% of the sold price or the full amount incurred by HotelCity.com to find replacement of undelivered products or services, whichever is greater.

HotelCity.com guarantees that the buyer will get tickets included in any package on time for your event. If an event is canceled, HotelCity.com will issue a full refund less a 10% handling fee. However, if the event is postponed and you can't attend the new date, HotelCity.com recommends its customers is to resell their tickets.

Hotelcity.com guarantees that the buyer will get tickets on time for your event. But in the case that the buyer doesn't, HotelCity.com will find better or equal value tickets for that event. If that doesn't work, we will offer a full refund.

If the buyer doesn't agree that the tickets issued to them were of equal or better value, it is the sole discretion of HotelCity.com to decide whether or not to issue a refund or offer another set of seats. In the event that a refund is offered, the buyer may be required to return the ticket back to HotelCity.com if the tickets are hard stock.

9. Disclaimer

Subject to the limitations set out in these terms and conditions and to the extent permitted by law, we will only be liable for direct damages actually suffered, paid, or incurred by you due to an attributable shortcoming of our obligations in respect to our services, up to an aggregate amount of the aggregate cost of your reservation as set out in the Reservation confirmation email (whether for one event or series of connected events).

However and to the extent permitted by law, neither we nor any of our officers, directors, employees, representatives, subsidiaries, affiliated companies, distributors, affiliate partners, licensees, agents, or others involved in creating, sponsoring,

promoting, or otherwise making available the site and its contents will be liable for (i) any punitive, special, indirect, or consequential loss or damages, any loss of production, loss of profit, loss of revenue, loss of contract, loss of or damage to goodwill or reputation, loss of claim, (ii) any inaccuracy relating to the (descriptive) information of the Hotel as made available on our Platform, (iii) the services rendered or the products offered by the Hotel Provider or other business partners, (iv) any (direct, indirect, consequential, or punitive) damages, losses, or costs suffered, incurred, or paid by you, pursuant to, arising out of or in connection with the use, inability to use, or delay of our Platform, or (v) any personal injury, death, property damage, or other (direct, indirect, special, consequential, or punitive) damages, losses, or costs suffered, incurred or paid by you, whether due to legal acts, errors, breaches, negligence, willful misconduct, omissions, non-performance, misrepresentations, tort or strict liability by or (wholly or partly) attributable to the Hotel Provider or any of our other business partners (including any of their employees, directors, officers, agents, representatives, subcontractors, or affiliated companies) whose products or service are (directly or indirectly) made available, offered, or promoted on or through the Platform, including any (partial) cancellation, overbooking, strike, force majeure, or any other event beyond our control.

HotelCity.com is not responsible and disclaims any liability for the use, validity, quality, suitability, fitness, and due disclosure of the Hotel or Hotel Provider and makes no representations, warranties, or conditions of any kind in this respect, whether implied, statutory or otherwise, including any implied warranties of merchantability, title, non-infringement, or fitness for a particular purpose. You acknowledge and agree that the relevant Hotel Provider is solely responsible and assumes all responsibility and liability in respect of the Hotel (including any warranties and representations made by the Hotel Provider or HotelCity.com). HotelCity.com is a reseller of the Hotel.

HotelCity.com is not responsible for and disclaims any liability in respect of such complaints, claims, and product liabilities.

Whether or not the Hotel Provider has charged you for your Hotel, or if we are facilitating the payment of the (Hotel) price or fee, you agree and acknowledge that the Hotel Provider is at all times responsible for the collection, withholding, remittance, and payment of the applicable taxes due on the total amount of the Hotel price or fee to the relevant tax authorities. HotelCity.com is not liable or responsible for the remittance, collection, withholding, or payment of the relevant taxes due to the Hotel price or fee to the relevant tax authorities.

By uploading photos/images onto our system (for instance in addition to a review) you certify, warrant and agree that you own the copyright to the photos/images and that you agree that HotelCity.com may use the uploaded photos/images on its (mobile) website and app, and in (online/offline) promotional materials and publications and as HotelCity.com at its discretion sees fit. You are granting HotelCity.com a non-exclusive, worldwide, irrevocable, unconditional, perpetual right and license to use, reproduce, display, have reproduced, distribute, sublicense, communicate and make available the photos/images as HotelCity.com at its discretion sees fit. By uploading these photos/images the person uploading the picture(s) accepts full legal and moral responsibility of any and all legal claims that are made by any third parties (including, but not limited to, property owners) due to HotelCity.com publishing and using these photos/images. HotelCity.com does not own or endorse the photos/images that are uploaded. The truthfulness, validity, and right to use all photos/images is assumed by the person who uploaded the photo and is not the responsibility of HotelCity.com. HotelCity.com disclaims all responsibility and liability for the pictures posted. The person who uploaded the photo warrants that the photos/images shall not contain any viruses,

Trojan horses or infected files and shall not contain any pornographic, illegal, obscene, insulting, objectionable or inappropriate material and does not infringe any third party (intellectual property right, copyright or privacy) rights. Any photo/image that does not meet the aforesaid criteria will not be posted and/or can be removed/deleted by HotelCity.com at any time and without prior notice.

10. Intellectual Property Rights

Unless stated otherwise, the software required for our services or available at or used by our Platform and the intellectual property rights (including the copyrights) of the contents and information of and material on our Platform are owned by HotelCity.com LLC., its Hotel Providers or providers.

HotelCity.com exclusively retains ownership of all rights, title and interest in and to (all intellectual property rights of) (the look and feel, including infrastructure, of) the Platform on which the service is made available and you are not entitled to copy, scrape, link to, publish, promote, market, integrate, utilize, combine or otherwise use the content (including any translations thereof) or our brand without our express written permission. To the extent that you would (wholly or partly) use or combine our (translated) content or would otherwise own any intellectual property rights in the Platform or any (translated) content, you hereby assign, transfer and set over all such intellectual property rights to HotelCity.com. Any unlawful use or any of the aforementioned actions or behavior will constitute a material infringement of our intellectual property rights, including copyright rights.

11. Applicable law, jurisdiction & dispute resolution

The original US English version of these Terms and Conditions may have been translated into other languages. The translated version is a courtesy and office translation only and you cannot derive any rights from the translated version. In the event of a dispute about the contents or interpretation of these terms and conditions or inconsistency or discrepancy between the US English version and any other language version of these terms and conditions, the US English language version to the extent permitted by law shall apply, prevail and be conclusive. The US English version is available on our Platform (by selecting "English (US)" language) or shall be sent to you upon your written request.

If any provision of these terms and conditions is or becomes invalid, unenforceable or non-binding, you shall remain bound by all other provisions hereof. In such an event, such invalid provision shall nonetheless be enforced to the fullest extent permitted by applicable law, and you will at least agree to accept a similar effect as the invalid, unenforceable or non-binding provision, given the contents and purpose of these terms and conditions.

12. About HotelCity.com and the support companies

The Hotel Service is rendered by HotelCity.com LLC., which is a private limited liability company, incorporated under the laws of the USA and having its headquarters located at 535 Route 38 East, Suite 360, Cherry Hill, NJ 08002 and is supported by various service providers (the "support companies") throughout the world. The support companies only provide an internal supporting role to and for the benefit of HotelCity.com. The support companies do not have any power or authority to render the

Hotel Service, to represent HotelCity.com, or to enter into any contract in the name of, for or on behalf of HotelCity.com. You do not have a (legal or contractual) relationship with the support companies. The support companies do not operate and are not authorized to act as any form of process or service agent of HotelCity.com.

HotelCity.com does not accept nor assume any domicile at any place, location, or office in the world (also not at the office of its support companies), other than its registered office in the USA.

13. Governing Law and Disputes

HotelCity.com is committed to customer satisfaction. We will try to resolve any concerns or problems with our services that you have. If we are unsuccessful, you may pursue a claim against HotelCity.com as explained in this Disputes provision. This Disputes provision lays out: (1) the initial process you must follow by reporting your claim to HotelCity.com prior to filing any arbitration or lawsuit in accordance with this Disputes provision; and, if we are unable to resolve your claim, (2) the recourse that you have to arbitration.

To the extent permitted by law, these terms and conditions and the provision of our services shall be governed by and construed in accordance with USA law. By using this website, you agree that any and all disputes arising out of or relating to your use of this website, or other services provided by HotelCity.com or the support companies in connection with your use of this website (including the interpretation and scope of this clause and the arbitrability of the dispute), will be resolved via mandatory, binding arbitration.

Nothing in this Disputes provision shall be read to create any legal rights that do not otherwise exist under the law or constitute any waiver of any personal jurisdiction

defense, nor shall this Disputes provision give you the right to pursue any claim for relief that is not cognizable under the law.

Prior to initiating arbitration, as discussed further below, you must give us an opportunity to resolve any complaints you have relating to your use of the HotelCity.com website, any dealings with our customer service agents, any services or products provided, or our Privacy Policy by submitting them to customer.service@HotelCity.com (the "Internal Review Procedure"). Your email to customer.service@HotelCity.com beginning the Internal Review Procedure must contain the following information: (1) your name, (2) your address, (3) the email address you used to make your reservation, (4) your reservation number, (5) the date of your reservation, (6) the name of the property that you reserved, (7) a brief description of the nature of your complaint, and (8) the resolution that you are seeking (together, the "Required Information"). Additionally, the subject line of your email must state, "Request Under Dispute Provision." If your email does not have this subject line, or if it does not contain all of the Required Information (or an explanation of why you are unable to include any of the Required Information), then you have not effectively begun the Internal Review Procedure, which you must do before initiating any arbitration or other legal action against HotelCity.com. If we are not able to resolve your complaint within 60 days of your starting the Internal Review Procedure, you may seek relief as laid out in this Dispute provision.

The arbitration shall be initiated through and administered by the American Arbitration Association ("AAA"). Should the AAA decline to administer the arbitration or otherwise be unable to administer the arbitration for any reason, you agree that HotelCity.com will select an alternative arbitral forum, and that you will agree in writing to administration of the arbitration by the alternative arbitral forum selected by HotelCity.com.

In order to initiate arbitration, you and HotelCity.com each will be responsible for paying the filing fees required by the AAA. In the event that you are able to demonstrate that the costs of arbitration will be prohibitive as compared to costs of litigation, HotelCity.com will pay as much of your filing fee in connection with the arbitration as the arbitrator deems necessary to prevent the arbitration from being cost-prohibitive as compared to the costs of litigation.

The arbitration will be conducted in accordance with the AAA's rules. If there is a conflict between the AAA's rules and this Disputes provision, the terms of this Disputes provision will govern. The rules are available online at www.adr.org. If the AAA is unable or unwilling to administer the arbitration for any reason, then arbitration will proceed in a substantially similar fashion as it would under the AAA's rules.

The arbitration will be conducted by one arbitrator, who will be appointed by the AAA. You agree that the arbitration will be conducted in the English language. For claims under \$25,000, the arbitration will not involve any personal appearance by the parties or witnesses but will instead be conducted based solely on written submissions, unless you request an in-person or telephonic hearing or the arbitrator determines that an in-person or telephonic appearance is required. In the case of a hearing, the presumption shall be in favor of a telephonic hearing, unless the arbitrator determines that a party's right to a fundamentally fair process would be impaired without an in-person hearing. In the case of an in-person hearing, the hearing shall be conducted in a mutually convenient location. HotelCity.com will ordinarily request that the hearing be held in Cherry Hill, New Jersey. You may petition the arbitrator to select an alternative location for the hearing. The arbitrator's selection of a hearing location shall be final and binding. You agree that in the event of an in-person hearing, any HotelCity.com LLC. employee or affiliate who is based outside of the United States and

who is participating in the hearing may participate by telephone or video conference, and his or her physical presence will not be required.

Arbitration will be subject to the Federal Arbitration Act and not any state arbitration law. This agreement to arbitrate is made under and will be governed by and construed in accordance with the laws of the USA, consistent with the Federal Arbitration Act, without giving effect to any choice-of-law principles that provide for the application of the law of another jurisdiction.

The arbitration will be confidential, and neither you nor HotelCity.com may disclose the existence, content or results of any arbitration, except as may be required by law or for purposes of enforcement of the arbitration award.

Ordinarily, pre-hearing information exchange will be limited to the reasonable production of non-privileged documents directly relevant to the dispute. Unless the arbitrator determines that an additional form of information exchange is necessary to provide for a fundamentally fair process, those documents will be limited to your booking and communications directly about that booking among you, HotelCity.com, and the accommodation(s) that are the subject of your dispute with HotelCity.com. Any issues regarding discovery, or the relevance or scope thereof, will be determined by the arbitrator, and the arbitrator's determination will be conclusive.

The arbitrator may not consolidate more than one person's claims and may not otherwise preside over any form of a representative or class proceeding. There will be no right or authority for any Claims to be arbitrated on a class action basis. You understand and agree that, by accepting these terms and conditions, you and

HotelCity.com are each waiving the right to a trial by jury or to participate in a class action with respect to the claims covered by this mandatory arbitration provision.

You are thus giving up your right to go to court to assert or defend your rights. Your rights will be determined by a neutral arbitrator, and not a judge or jury. The arbitration procedures mandated by this Dispute provision are simpler and more limited than the procedures applicable in most courts. Arbitrator decisions are as enforceable as any court order and are subject to very limited review by a court.

All claims you bring against HotelCity.com must be resolved in accordance with this Dispute provision. All claims filed or brought contrary to this Dispute provision, including claims not first submitted through the Internal Review Procedure, will be considered improperly filed and void. Should you file a claim contrary to this Dispute provision, HotelCity.com will notify you in writing of the improperly filed claim, and you must promptly withdraw the claim.