

### Step 1

Find a lower, published, available rate for the same hotel, room type, and dates, prior to or within 24 hours of making a reservation at The River Inn.

### Step 2

Complete and submit the claim form. Send completed forms via FAX to the attention of Reservations, at 202.337.2856.

### Step 3

A representative from The River Inn will evaluate your claim to ensure it meets our **Terms & Conditions**.

### Step 4

Within 48 hours, a representative from The River Inn will contact you with the status of your claim. Should your claim be valid, we will update your current reservation or, if you have yet to book the room, we will ask you to book a new reservation on The River Inn website and to email [reservations@theriverinn.com](mailto:reservations@theriverinn.com) to advise us of the confirmation number.

#### Guest Information

All fields are required

First name

Last name

E-Mail Address

Phone Number

Preferred Contact  E-mail  Phone

#### Hotel/Reservation Information

All fields except Reservation Number and Comments are required.

Reservation Number

Hotel name

(As it appears on the PHS brand Web site.)

Arrival Date

Enter dates in this format: MM-DD-YYYY

Departure Date

Enter dates in this format: MM-DD-YYYY

Number of Adults

Number of Children

Number of Rooms

Room Type

PHS Brand Web Site Room Rate

Competing Room Provider

If you selected Other Web Site, Other or Travel Agency, please provide the name.

Competing Rate

Are the currencies of the PHS brand Web site and the competing rate the same?

Yes  No

Comments

(Details that will help PHS Hotel process your claim.)