*The Price Match guarantee is subject to conditions below:

1. **Timescale**: evidence of a claim must be raised within the same day of booking (within Standard Working Hours) or the next Working Day if the booking was outside of Standard Working Hours.

2. **The Customer or relevant member of the Macquarie University** must provide proof of a cheaper alternative from a credible source. A credible source is an airfare made available to the general public and excludes those excluded sources set out in point 3 below. Please submit evidence via email to travelright@mq.edu.au which will then be submitted to the CTM Client Value Manager to review and requote where appropriate.

3. **Comparison rates** must be available to the general public online. This does not include rates offered on a membership programme websites, on-line agency (OTA’s) sites, travel sites that require a pin code authentication, reward programme websites, incentives, meeting/conventions, consolidator sites (e.g. sky scanner) and prices obtained via auctions.

4. **Other organisations’ corporate deals** are not permitted as part of the rate guarantee. Anything that is publicly available is permitted, including leisure fares, on a like-for-like basis.

5. **All fare quotations** must include all airline ancillary fees, this will include items such as air taxes and credit card fees, therefore challenges should also mirror these incremental charges. The total cost will be measured and compared including all applicable taxes, ancillary fees and charges for the journey.

6. **Not available for bookings on sites** where hidden creative ticketing has been applied (this includes fictitious returns on one way flights).

7. **Bookings made through the Afterhours Service** are also excluded.

8. **The guarantee applies to bookings made in Australia only.**