

Best Rate Guarantee

HOW IT WORKS

- Book a room on www.southbeachsa.com.
- Forward your booking confirmation email with booking reference together with the website address of where you found the lower rate including a screen shot of the room and rate within 24 hours
- Your claim must be made within 24 hours of your booking with us after which we will investigate and reply to you within 2 working days.
- Should the claim be valid, your first night will be free and we will match the lower rate for the rest of your stay.
- Please send correspondence regarding the Price Guarantee by email to info@southbeachsa.com

TERMS AND CONDITIONS

1. The Guarantee does not apply to the following rate types:

- Rates that are not publicly available, such as negotiated corporate or group rates
- Discount rates offered only to members of groups or individuals who meet previously specified criteria.
- Package rates that include the room and other components such as travel, car hire, entertainment, and/or non-breakfast meals
- Package or group add-on rates that extend the length of stay
- Rates negotiated for stays extending beyond 30 days
- Rates that are available on auction websites
- Rates available on websites that do not disclose the hotel brand until the reservation is complete
- Pre-paid rates that involve a voucher (including electronic vouchers) for a hotel stay
- Bookings made by travel agents or brokers

2. Some online travel sites will improperly manipulate the rate that is supplied to them by the hotel by classifying part of the rate as a “fee”. For example, a hotel will provide the travel site a rate of R95. The travel site will then list the rate as R90 and claim that there is an additional R5 fee so that their rate appears lower to the consumer. South Beach sees such practices as improper and deceptive. If a third party website does this, the rate will be compared including the booking fee.

3. If the rate is displayed as a tax-inclusive rate, then it must be compared to a Competing Rate on a relative basis so either taxes must be include in the Competing Rate or subtracted from the Bookingrate

4. If there is a rate available on the South Beach website that is the same or lower than the Competing Rate, that rate will be offered for the entire Booking and you will not be eligible to receive the first night free.
5. You may only submit one claim for each stay. A “stay” is defined as any number of consecutive nights at one hotel by the same guest(s).
 - **Free Night Limit:** one (1) free night per person on the Booking and/or household for any thirty day period between Booking check-in dates.
 - The limit is in reference to one (1) free night per confirmation number which may include up to 9 individual guest rooms. (Example: Confirmation number 5468 for Mr. Jones is for 6 rooms for 5 nights. The 1st night of stay for each of the 6 rooms is free with the remaining 4 nights at the advertised lower rate for each room).
6. After a Booking claim has been approved, the Booking is not transferrable. Name on the Booking must match the name on the guest’s photo ID at the time of check-in.
7. Abuse of Best Internet Rate Guarantee: South Beach reserves the right to cancel a previously approved claim if it finds that a customer violated or circumvented these terms & conditions and to reject future Best Internet Rate Guarantee claims from any such customer.

ADDITIONAL TERMS

- South Beach reserves the right to amend, revise, suspend or discontinue the Best Internet Rate Guarantee at any time without notice;
- Any changes made to a reservation will void the Best Internet Rate Guarantee;
- Any disputes arising from the Best Internet Rate Guarantee will be governed by the law of the Republic of South Africa. The parties submit to the jurisdiction of the courts of the Republic of South Africa in respect of any dispute that arises in connection with this agreement.
- The Best Rate Guarantee is not applicable if the price difference is due to currency or exchange rate fluctuations.
- **Matching Prices - Price Variance.** The nightly room price and the nightly total room cost (for one night stays) or the average nightly room price and the average nightly total room cost (for multi-night stays) must each be lower than South Beach room price and the South Beach total room cost, respectively, by at least 2.5% or R150 (ZAR) (or the equivalent in the hotel’s currency) (whichever is higher).