

Martin's Hotels "Best Rate Guaranteed" Terms and Conditions

If, within 24 hours of making a booking on www.martinshotels.com, you find a lower published available rate (including booking fees) on another Internet booking site for an *equivalent* booking, Martin's Hotels guarantees to match this price, plus give you an additional 10% discount. This price must include the following equivalent conditions: the same Martin's Hotel, same room type and bed type, same meal plan (breakfast included or not) and be for the same dates and number of guests ("Competitive Rate").

The "Best Rate Guaranteed" applies to a "Competitive Rate" with rate conditions identical to those offered by Martin's Hotels; these rate conditions include prepayment, deposit and cancellation conditions, and also rate modification policies.

In the event that the "Competitive Rate" is in a different currency from the Martin's Hotels rate, Martin's Hotels will convert this rate into the same currency as the initial booking. The exchange rate used will be based on the exchange rate that would have been used at the time of making the original booking. After converting this rate, Martin's Hotel reserves the right to deny a "Best Rate Guaranteed" claim.

For claims concerning a booking of two or more consecutive nights at the same hotel, the "Best Rate Guaranteed" applies on the basis of the price per night and not on the total amount of the stay.

The "Best Rate Guaranteed" only applies to rates available to the general public excluding:

- package rates,
- agreed corporate discount rates,
- group and seminar rates,
- any rates agreed for members of a club, a loyalty programme or other organisations,
- wholesale/ tour operator rates,
- direct mail or email promotions,
- any rates requiring a discount code or coupon.

A claim can only be made using the "Best Rate Guaranteed" claim form that can be accessed on www.martinshotels.com. Claims cannot be made directly at the hotel, by telephone or via e-mail. All required fields must be completed and the form validated. Incomplete claims will not be accepted. Martin's Hotels reserves the sole right and discretion to determine the validity of any claim.

Any questions regarding claims must be sent via email only to rate@martinshotels.com.

A claim must be submitted within 24 hours of making a booking and 48 hours before scheduled arrival. If the original booking was made within 48 hours of arrival, the "Best Rate Guaranteed" is not applicable. The claim refers to the initial booking and does not include any modification or cancellation.

If a booking was made through another website, Martin's Hotels is not responsible for any fees associated with the cancellation of that booking.

After accepting a claim, your chosen hotel will send you an email that includes your booking confirmation number and the new rate you will be charged. Your approval is required within 24 hours, otherwise the booking will not be valid at the "Best Rate Guaranteed" rate claimed.

If the booking on www.martinshotels.com has been fully prepaid, Martin's Hotels will refund the difference to the credit card within 30 working days of a valid claim.

Upon checking out from one of Martin's Hotels, the rate agreed on the "Best Rate Guaranteed" claim will automatically apply.