

Best Available Rate: Website Price Guarantee

Conditions

The Best Rate Guarantee does not apply to unpublished rates. Unpublished rates include privately negotiated rates, packaged rates, rates involving a prepaid voucher program, hotel rooms sold as part of a travel package and rates not available to the general public.

Rates not available to the general public include but are not limited to corporate discounted rates, group rates, meeting rates, any rate requiring membership in a club, subscription to a website, use of a specific uploaded application or require an affiliation with any other organisation where the rates are targeted specifically toward a specific group of individuals and not intended for the general public.

The type of room for which the application of the guarantee is sought must be the same room type as booked on the Website, for the same number of guests and with an identical cancellation and payment policy.

The Best Rate Guarantee does not apply if the lower rate is due to rounding.

The Best Rate Guarantee does not apply if the lower rate is achieved via a currency conversion and when comparing rates both rates must have tax included or tax excluded to ensure a fair comparison.

The Best Rate Guarantee will be made available to any successful applicant for a maximum of one (1) valid claim per applicant (individual) across all Art Series Hotels in a seven (7) day period.

Best Rate Guarantee applied reservations are non-changeable and non-transferrable; standard hotel policies and procedures apply on arrival and for the duration of the stay. Any amendment to these bookings will forfeit and Best Rate Guarantee discount or benefit.

Although Art Series Hotel Group does everything in its power to manage best price guarantee. There are some unscrupulous operators displaying on-sold room rates through a third party company or organisation which at time of display is out of our control.

Our branded website forms the basis for Recommended Retail Price (RRP). If any of our direct partners display a cheaper rate we will gladly honour this guarantee. However we will not be held accountable for rogue international operators which we cannot control nor have direct access with. Some of these operators, including but not limited to, are AMOMA, Elvoline, Goroom, Hotelinfo, Skoosh & Happyrooms.'

How to make your claim:

In order for us to verify a Best Rate Guarantee Claim we need you to action the following steps:

1. Email your Best Rate Guarantee to info@artserieshotels.com.au within 24 hours after making the original reservation through the Website, and before arriving at the participating Art Series hotel, otherwise we will be unable to process your request.
2. Provide documented evidence, to Art Series reasonable satisfaction to support the availability of the cheaper competing rate. Art Series will accept as evidence: a screenshot that proves that the rate is available (i.e. the credit card information page that shows the rate, room type, dates, etc.) or a copy of the advertisement or printed material with the lower rate including the terms and conditions on sale.
3. Art Series will verify the validity of your claim and respond to you within 48 hours of receiving the form. Should you wish to check on your claim please contact the relevant Art Series hotel directly.
4. If your claim is successful you will be notified via email with the matching rate. From here you will need to cancel the booking (if made) and we will make the booking with a 10% further discount off the lowest room only rate for your stay. The 10% discount is for a maximum of one night and applies only to the accommodation charge. No incidentals (Food and beverage, mini bar, in room movies) are included in the Best Rate Guarantee.