



Our Best Rate Guarantee is our assurance that our rates are better than you can find elsewhere. As a family business, it really makes a huge difference to us when you book direct and should you choose to, the family, Directors and the Skene House team would like to thank you.

If, in the unlikely event that you find a better, publicly available, qualifying rate for a directly comparable stay (see terms and conditions for Best Rate Guarantee) within 24 hours of making your reservation, we'll match the lower rate and discount it further by 10%.

#### BEST RATE GUARANTEE TERMS AND CONDITIONS

Skene House guarantee the best rate on direct booking channels based on the following terms and conditions:

1. Your original reservation must have been made in person at reception, through telephoning our reservations team +44 (0) 1224 659392, by email to Skene House or through our website [www.skene-house.co.uk](http://www.skene-house.co.uk).
2. The lower rate must be found and the claim made within 24 hours of the original booking.
3. The Best Online Rate Guarantee applies only to publicly available rates, which can be seen and booked without any kind of restriction or membership requirement.
4. The lower rate found must be for exactly the equivalent booking criteria: Skene House location, and accommodation type & size, and number of guests; rate inclusions e.g. room only or B&B, stay dates; payment conditions e.g. advance purchase, prepaid or pay on departure rates, and the cancellation policy and all other terms and conditions of the stay must also be identical.
5. Skene House will verify the lower rate claim and respond within 24 working hours of the claim being made. Claims will be processed from Monday to Friday, between 09:00 to 17:00.
6. The rate comparison will be made net of any taxes, gratuities or any other fees associated with the room rate, and the lower rate must still be available at the time the hotel validates the claim. Rate differences solely due to exchange rate fluctuations and/or differences in currency exchange rates are excluded from the guarantee.
7. When a claim covers a multiple night stay, the rate comparison will be made against the total room cost.

8. The Best Online Rate Guarantee is void where prohibited by law. Skene House reserves the right to modify or cancel its best rate guarantee policy at any time without prior notice.

9. Skene House has the sole right to determine the validity of any claim, including without limitation, determining that the lower rate found is genuinely available and that the claim meets all terms and conditions. In case of dispute, Skene House's decision is final.

#### HOW TO CHALLENGE OUR BEST RATE GUARANTEE

In the regrettable event that you believe you have grounds for a claim, email us including details of your Skene House booking confirmation number and evidence of the cheaper rate you have located elsewhere by emailing us: [reservations@skene-house.co.uk](mailto:reservations@skene-house.co.uk).