

**Days Hotel Castlebar
Best Rate Guarantee
Terms and Conditions**

Days Hotel Castlebar guarantee that our own hotel websites will have the lowest rate publicly available to consumers on the Internet. If you find a rate lower than Days Hotel Castlebar's best available rate that is viewable and bookable on another website for the same hotel, same room type, same number of guests, for the same package, same currency and for the same dates, and advise our hotel within 24 hours after booking your room on our website, we will provide you with the first night of your stay for one room for free, subject to the following terms and conditions.

To file a claim, please contact our reservations department with your reservation confirmation number and details of the website which is displaying a lower rate. Only one valid claim can be submitted for the same arrival date.

Guest must submit the claim within 24 hours after making their booking on Days Hotel Castlebar website and at least 24 hours before scheduled arrival. If the original reservation was made within 24 hours of arrival, the Best Rate Guarantee is not applicable. The competing rate on another website must be for the same hotel, for the same dates, for the same room type, for the same number of guests, for the same package, in the same currency and must be publicly viewable and **bookable** via the Internet. A viewable rate means that the general public can view the rate on the website. A bookable rate means that the rate is available and can be reserved online. Special rates available only to members of membership clubs or programs do not qualify.

Days Hotel Castlebar will verify, to their satisfaction, that the claim meets all conditions of the Guarantee and these Terms and Conditions, and that it has been properly submitted.

Only one free room night will be offered per stay. A room night means one guest room for one night, regardless of the number of rooms or reservations booked by the guest. A stay is any number of consecutive nights spent at the same hotel, even if the result of more than one reservation.

For a multiple night stay, the total room cost for the stay will be evaluated in determining whether the other website has a lower rate.

Any rate change is not effective until the guest receives written confirmation. The standard claims processing time is 48 hours. Claims submitted outside of business hours will be processed on the next business day. If a guest's stay begins before written confirmation is received, the original rate will remain in effect. Days Hotel Castlebar recommend that the written confirmation of any rate change be presented by the guest at check-in.

The Guarantee applies only to published rates available to the general public. This excludes private rates, packaged rates, rates involving a prepaid voucher program, hotel rooms sold as part of a travel package, corporate discount rates, group rates (5+ rooms), meeting rates, any rates requiring membership in a club such as AAA rates or AARP rates, affinity program, or other organization where the rates are targeted toward a specific group of individuals and not intended for the general public.

The Guarantee does not apply to websites or rates where the Days Hotel Castlebar brand and/or specific hotel and location are not known until the booking is made such as Priceline® or Hotwire®.

For purposes of this Guarantee, the "rate" includes the room rate only and does not include any taxes or tariffs or any guest fees or charges which may be imposed by the hotel on the guest's stay.

The rates available under this Guarantee cannot be combined with any other special or promotional offers or discounts.