

Lowest Internet Rate Guarantee

Every hotel reservation booked through our web site is guaranteed to be the lowest Southern Sun rate publicly available on the Internet.

Terms and conditions:

If you find a qualifying Southern Sun hotel rate that is lower, on another website, then call 0861447744 and we will match the rate on the following conditions:

1. No refunds will be given, but we will amend the booking to the lower rate
2. Guarantee does not include rates that have been negotiated by the hotel with corporations, membership rates, government rates, promotional rates or travel agency rates; only publicly available rates apply
3. The competing rate must also be for the same number of guests on the same dates as the original booking, for the same length of stay.
4. The type of room for which the application of the Guarantee is sought must be the same type of room as booked on the Southern Sun web site.
5. Guest must have reserved the accommodation at the lower rate and provide Southern Sun Group with a confirmed reservation number.
6. Guarantee does not include web sites or rates where the hotel brand and specific hotel are not known until the booking is made, third party intermediary sites
7. Guarantee does not include other web sites' published rates that "package" travel, entertainment, hotel, and/or food components, such as: airfare + hotel stay, hotel stay + car rental or similar packages.
8. Southern Sun must be advised within 24 hours of making the reservation and at least 24 hours prior to arrival at the hotel. Retrospective credits will not be given.
9. Frequent Guest terms and conditions apply relating to the earning and redemption of Sun Rands.
10. Rates must be consistent with respect to the total offering eg. Room Only, Bed & Breakfast etc
11. Southern Sun Hotel Group reserves the right to modify or cancel this offer and the terms and conditions thereof any time in its sole discretion, without prior notice to members.
12. Should any dispute arise, the decision of Southern Sun Hotel Group shall be final and binding.
13. Please note that all rates on the www.southernsun.com website are nett and non-commissionable.