

Best Rate Guarantee

Book online with Oceana Hotels for the best rate, guaranteed. If you find a better publicly-available rate anywhere else online, we will match it and discount that rate by a further 10%.

Process:

1. Make a bedroom booking on oceanahotels.co.uk or any of our official hotel websites.
2. If within 24 hours of making the booking you find a lower rate for the same hotel, room type, inclusions, stay dates and payment terms, email us on cr@oceanahotels.co.uk to make your claim. All claims must be made within 24 hours of the original booking.
3. If the lower rate found qualifies for the best rate guarantee, and all other terms and conditions are matched, Oceana Hotels will match the lower rate you found plus a further 10% discount.

To make your claim, email us on: cr@oceanahotels.co.uk including details of where you found a lower rate.

Terms and Conditions:

Oceana Hotels guarantee the best online reservation rate on www.cumberlandhotel.oceana-collection.com, www.suncliff.oceana-collection.com, www.ocean-beach.oceana-collection.com based on the following terms and conditions:

1. Your original reservation must have been through www.oceana-collection.com or one of the official hotel websites as listed above.
2. The lower rate must be found and the claim made within 24 hours of the original booking being made.
3. The Best Online Rate Guarantee only applies to publically 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 same booking criteria meaning the same hotel, the same room type, same inclusions, the same stay dates and the same rate description. The cancellation policy and all other terms and conditions of the stay must also be identical.
5. Oceana Hotels will verify the lower rate claim and respond within 24 working hours of the claim being made.
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 on www.oceana-collection.com or any of our other official websites compared to the total room cost on the other website.
8. The Best Online Rate Guarantee is void where prohibited by law. Oceana Hotels reserves the right to modify or cancel its best rate guarantee policy at any time without prior notice.
9. Oceana Hotels 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, Oceana Hotels' decision is final.