

Silka Hotels Lowest Rate Guarantee Terms and Conditions

Effective from 1 August 2024

Terms & Conditions

- The lowest rate guarantee and the further 20% discount offer is applicable only to the direct booking which is booked on or after 1 August 2024.
- The offer is valid for direct booking through the hotel's official website at www.silkahotels.com.
- A lower rate found on a website that does not have an official contract with the hotel will be excluded from this guarantee program.
- Rate comparison will be made for reservations of whatever room type, period of stay, number of guests, cancellation and advance purchase policies and other terms and conditions governing the rates are exactly identical and net of any taxes, gratuities, or any other fees associated with the room rate.
- When a claim is made for multiple nights, each night will be compared separately.
- Rate disparities solely stemming from fluctuations and differences in currency exchange rates will be excluded from the guarantee.
- The non-Silka Hotels website rate must be in the same currency as the rate you booked through the Silka Hotels website.
- The non-Silka Hotels website rate must be at least 1% more than the current, lowest rate available on the Silka Hotels website.
- When multiple rates for the same hotel, reservation dates and room type or package are available on Silka Hotels websites, you must reserve the lowest rate to be eligible for the guarantee.
- The lower rate must still be available and verifiable at the time for Silka Hotels to validate the claim.
- Any modification to the original booking after a claim form has been validated will prevent the claim from going ahead.
- The rates covered by the Lowest Rate Guarantee must be accessible to the general public and available for reservation; expressly excluded are negotiated rates.
- Dorsett Hospitality International and Silka hotels reserve the right to change the terms and conditions and suspend or terminate the offers without prior notice.
- In case of any dispute, the decision of Dorsett Hospitality International and Silka hotels shall be final.

The negotiated rates (e.g., group rates, corporate rates, conference/seminar rates) include but are not limited to:

- Specific promotional offers granting an additional discount after the booking is made (e.g. the bookings with promotional codes supplied further to the registration in a newsletter).
- Qualified discount rates (e.g. the loyalty programme rate).
- Rates granted to Silka Hotels partners and their employees.

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- Rates offered by opaque inventory sources (e.g. Hotwire and Priceline) who only specify the hotel name or location once the booking has been made.
- Rates on websites requiring membership or programmes requiring a password or login to consult hotel rates and room availability.
- Rates that are not visible to, or bookable by, the general public without additional requirements such as promo codes, residing in a particular geography or using a specific credit card.

Other rates excluded from the Lowest Rate Guarantee program are but not limited to:

- Rates that require a paid membership in a club or other organization, or approved by Silka Hotels for the discounted rates will be excluded.
- Rates available on auction websites.
- Rates on sites, applications and other sources, channels or outlets that do not provide the ability to make a real-time reservation (e.g. an “on request” rate), that do not provide immediate hotel confirmation, or that require 5 minutes or more to validate a reservation.
- Rates that are not visible to, or bookable by, the general public without additional requirements such as promo codes, residing in a particular location or using a specific credit card
- Pre-paid, advance purchase, or non-refundable rates on Ctrip.
- Rates on all Fliggy channels e.g. Dorsett Hospitality International Fliggy official store
- Silka Hotels are not liable for indemnity incurring from cancellations made on other websites

Lowest Rate Guarantee Claim

- Any lowest rate guarantee claim must be submitted online to the booked hotel within 24 hours of the booking made on the Silka Hotels website and at least 24 hours before the hotel’s standard check-in time. The submission will require proof of the lower rate which is found on another website and the original rate you found on Silka Hotels’ official websites.
- Silka Hotels reserves all rights in validating a claim and its decision shall be final in the event of a dispute. The guarantee offer is subject to change without prior notice.