



Best Rate Guarantee

You don't need to search through dozens of websites to find the best rate. As the Managing Partner of the Windsong Resort, I set the rates and can guarantee the lowest rate when you book direct. We are passionate about developing and maintaining guest relationships, so I say with all sincerity, if you find a lower qualified rate, let us know and we will match it and give you an additional 10% off. See program details below.

Jimmy Matter,

Windsong Resort Managing Partner

Best Rate Policy

Book a room directly with Windsong by phone, email, web or in-person at the resort.

If within 48 hours of making your reservation, you find a lower hotel rate for the same room type and reservation dates, take a screenshot of your finding (including dates, room type, website and booking info) and email it to reservations@windsongresort.com. We'll match that rate and provide an extra 10% discount on the room charge in the form of a voucher spendable at any Windsong outlet.

The Fine Print

The guarantee does not apply to the following rate types:

1. Rates not publicly available, such as negotiated corporate, group rates, travel coupons, or membership rates that have a paid organization membership, or approved by Windsong for a discounted rate, such as AAA.
2. Qualified discount rates including but not limited to Government/Military and rates made available exclusively to our Member Program
3. Package rates that include room and other components such as travel, car rental, entertainment.
4. Package or group add-on rates that extend the length of a stay or for reservations beyond 21 nights.
5. Rates on auction websites & websites that do not disclose a hotel name until the reservation is completed.
6. The 10% discount voucher is valid during the associated reservation dates & has no residual or cash value.
7. The general public must be able to reserve the Comparison Rate and it must be verified by Windsong as resulting in an actual hotel reservation. If the Comparison Rate is offered through a Windsong channel, you must reserve that rate to qualify for the guarantee (and Windsong will not charge a cancellation fee). If the Comparison Rate is reserved through a non-Windsong channel, Windsong is not responsible for any fees or other costs incurred due to cancellation of a reservation.

Submission Guidelines and Verification Process

The "Comparison Rate" must be found, and an email with a screen shot of your finding (including dates, room type, website and booking info) must be sent to reservations@windsongresort.com, within 48 hours of booking the reservation. It also must be for the same room type and reservation dates. The same cancellation and advance purchase policies, and other terms and conditions governing the rates must apply. If the Comparison Rate is found on the day of arrival, the claim must be submitted by 3:00 p.m. in the hotel's time zone.

Windsong will verify the Comparison Rate within 48 hours of receiving your claim and notify you of the results.

When multiple rates for the same reservation dates and room type are available through the Windsong website channel **you must reserve the lowest rate (including the Private Offer rate) to be eligible for the guarantee.**

Rate comparison will be made net of any taxes, gratuities, or any other fees associated with the room rate, and the Comparison Rate must still be available at the time Windsong validates the claim. Rate disparities primarily attributable to fluctuations and/or differences in currency exchange rates are excluded from the guarantee. Valid claims must be for an amount greater than \$10.00 per night.

Comparison Rates applicable to only a portion of your entire scheduled stay will not be honored; nor will they be valid for a multi-day stay if the total room cost of the stay is the same or greater than the total room cost through the Windsong channel.

Void where prohibited by law. Windsong reserves the right to modify or cancel the guarantee at any time without prior notice.