



Terms and Conditions

Smith House looks forward to welcoming you to our place. To ensure everyone is on the same page and we meet all our legal requirements, the following applies:

Cancellation Policy

- Guests may cancel free of charge until 5 days before arrival. Cancellations received within five days of the booking or no-show guests may be charged the total price for the intended stay

Breakages and Damage

We reserve the right to recover any costs for deliberate damage.

Privacy Policy

Smith House complies with the New Zealand Privacy Act 2020 when dealing with personal information and we are committed to ensuring that your privacy is protected. Under no circumstances will the details of guests be shared amongst individuals, nor be distributed to third parties, without consent.

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a booking with smithhouse.nz (the "Site").

PRIVACY STATEMENT

Your privacy is important to us. This privacy statement provides information about the personal information that we collect, and the ways in which we use that personal information.

Personal Information Collection: Smith House website uses cookies that enables us to collect anonymous information that we may use for statistical analysis about the way our website is used.

Smith House website also collects the following kinds of information:

- Personal information that you provide to enable us to confirm your booking, and to contact you about your booking, if necessary. The information we collect includes your name, your mobile phone number, and your email address, as well as your physical address, if you chose to provide it when making your booking.
- With your permission, we may also contact you about any upcoming promotions on accommodation at Smith House.
- Any other information that you send to us at Smith House, via the Contact Form or email

Using Personal Information

Smith House may use your personal information to:

- Administer this website
- Enable your access to and use of the website services
- Supply to you accommodation services that you purchase
- Send to you statements and invoices
- Collect payments from you

Where Smith House discloses your personal information to its agents or sub-contractors for these purposes, the agent or sub-contractor in question will be obligated to use that personal information in accordance with the terms of this privacy statement.



In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, Smith House may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and to establish, exercise or defend its legal rights.

Securing Your Data

Smith House will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. All personal information provided is kept secure behind Enterprise Firewalls.

Information relating to electronic transactions entered into via this website is protected by encryption technology.

Credit card details are not stored on any server.

Updating This Statement

Smith House may update this privacy policy by posting a new version on this website.

You should check this page occasionally to ensure you are familiar with any changes.

Contact Smith House

If you have any questions about this privacy policy or Smith House's treatment of your personal information, please write to:

Smith House
1 Ingestre St
Whanganui
New Zealand