

Privacy Policy

At our hotel, we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website, make a reservation, contact us, or stay at our hotel.

1. Information We Collect

We may collect information that you provide directly to us, including:

- Full name and contact details such as phone number and email address.
- Identification details required for check-in and applicable legal requirements.
- Booking and reservation details, including check-in and check-out dates and number of guests.
- Payment and billing information.
- Special requests, preferences, or information you choose to provide to us.
- Feedback, reviews, inquiries, and communications with our hotel.

We may also automatically collect certain technical information when you use our website, such as your IP address, browser type, device information, and website usage data.

2. How We Use Your Information

We may use your personal information to:

- Process and manage hotel reservations.
- Provide accommodation and related services.
- Communicate with you regarding your booking or stay.
- Process payments and issue invoices.
- Respond to questions, requests, or complaints.
- Improve our hotel services, website, and guest experience.
- Send promotional or marketing communications where permitted by law or where you have provided consent.
- Maintain the safety and security of our guests, employees, and property.
- Comply with applicable laws, regulations, and legal requirements.

3. Payment Information

Payments may be processed through third-party payment providers. We may not directly store complete payment card details when payment processing is handled by such providers.

Payment information is processed according to the applicable provider's privacy and security practices.

4. Sharing of Information

We do not sell or rent your personal information.

We may share information with trusted service providers when necessary to operate our hotel and provide services to you, such as reservation systems, payment processors, technology providers, communication services, or other operational partners.

We may also disclose information where required by law, legal proceedings, government authorities, or when necessary to protect the safety, rights, or property of our guests, employees, or hotel.

5. Cookies & Website Technologies

Our website may use cookies and similar technologies to improve website functionality, remember preferences, understand website usage, and enhance your online experience.

You may be able to manage or disable cookies through your browser settings. Some website features may not function properly if certain cookies are disabled.

6. Data Security

We take reasonable technical, administrative, and organizational measures to protect personal information against unauthorized access, misuse, alteration, disclosure, or loss.

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

7. Data Retention

We retain personal information only for as long as reasonably necessary for the purposes described in this Privacy Policy, including providing services, maintaining business records, resolving disputes, and complying with legal or regulatory requirements.

8. Third-Party Websites

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices, content, or security of third-party websites. Guests are encouraged to review the privacy policies of those websites before providing personal information.

9. Children's Privacy

Our services are intended to be used in accordance with applicable age and legal requirements. We do not knowingly collect personal information from children in circumstances where such collection is prohibited by applicable law.

10. Your Privacy Rights

Depending on applicable law, you may have rights regarding your personal information, including the right to request access, correction, deletion, restriction, or withdrawal of consent in certain circumstances.

To exercise an applicable privacy right or ask a question about your personal information, please contact our hotel using the contact details provided on our website.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, legal requirements, or privacy practices. Any updated version will be posted on our website with the revised effective date.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the way we handle your personal information, please contact our hotel through the contact information provided on our website.