

TERMS AND CONDITIONS

1. PAYMENT TERMS

To confirm your booking, a non-refundable deposit of 25% of the total rental price is required at the time of booking. The remaining balance of 75% is due 7 days prior to your arrival date.

2. CANCELLATIONS & REFUNDS

- Cancellations made 28 days or more before arrival: 100% refundable, minus \$15 admin fee (which covers the bookkeeping time/cost involved).
- Cancellations made 7 days or more before arrival: 75% refundable.
- Cancellations made within 7 days of arrival: No refunds will be provided, however we can offer a credit against a future booking.
- We strongly recommend guests purchase travel insurance to cover any unforeseen circumstances.

In the unlikely event that we need to cancel your booking due to unforeseen circumstances, you will receive a full 100% refund. We will not be responsible for any additional losses or costs related to the cancellation.

3. DAMAGE DEPOSIT

A damage deposit of \$200 is required for each booking. This deposit will be refunded after the property is inspected following your departure, typically within 3 days, provided there are no damages or excessive cleaning requirements.

4. ADDITIONAL COSTS

Guests will be invoiced for any additional costs incurred due to misuse of the property, including but not limited to damage, excessive cleaning, or any other costs directly resulting from improper use.

5. MAXIMUM NUMBER OF GUESTS

The maximum number of guests allowed at the property is 5. Any additional guests are not permitted unless prior written consent has been obtained.

6. PETS

We regret that no pets are allowed on the property.

7. NO CAMPING OR EXTRA GUESTS

Camping is not permitted on the property. Guests are not allowed to pitch tents or have additional guests on the property beyond the agreed number without prior approval.

8. SMOKING POLICY

The property is strictly non-smoking. Smoking is not permitted indoors or on the grounds of the property.

9. IDENTIFICATION & RENTAL AGREEMENT

Upon booking, guests are required to provide a valid ID (passport, driver’s license, etc.) and sign a rental agreement. The booking will not be confirmed until both requirements are fulfilled.

10. LIABILITY

Guests acknowledge that the property owner is not liable for any accidents, injuries, or damages that occur on the premises during your stay. By booking, you agree to hold the property owner harmless for any loss, injury, or damage to personal property.

11. PROPERTY ACCESS AND USE

Guests agree to use the property in a responsible and respectful manner, following all house rules and respecting the property and its surroundings.

12. General Terms

- All bookings are subject to availability.
- The property owner reserves the right to refuse bookings at their discretion.

PRIVACY

1. INFORMATION WE COLLECT

When you make a booking with us or interact with our services, we may collect the following personal information:

- Personal Identification: Full name, address, phone number, and email address.
- Booking Information: Dates of stay, number of guests, special requests, and any other details required to manage your booking.
- Identification Documents: A copy of government-issued ID may be requested as part of our booking confirmation process.

We may also collect non-personal information such as website usage data and browsing activity through cookies, for the purpose of improving user experience and website functionality.

2. HOW WE USE YOUR INFORMATION

We use the information we collect for the following purposes:

- To Confirm and Manage Bookings: We process your booking and payment information to confirm your reservation and provide you with relevant booking details.
- Customer Communication: We use your contact information to communicate with you regarding your booking, upcoming stay, and to answer any queries you may have.
- To Provide Services: We may use your information to offer a personalised stay, including special requests or additional services like linen hire.
- To Improve Our Services: Your feedback and information help us improve our services, website, and overall guest experience.
- To Comply with Legal Requirements: We may use your information to comply with applicable laws, such as taxation or rental property regulations.

3. HOW WE PROTECT YOUR INFORMATION

We are committed to ensuring that your personal data is secure. We have implemented appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

While we take reasonable measures to protect your information, please be aware that no method of transmission over the internet or electronic storage is 100% secure. We cannot guarantee the absolute security of your personal data.

4. SHARING YOUR INFORMATION

We do not sell, trade, or rent your personal information to third parties. However, we may share your information in the following circumstances:

- With Third-Party Service Providers: We may share your data with trusted third-party service providers that help us process payments, manage bookings, or provide other necessary services for your stay (e.g., cleaners, linen providers).
- To Comply with Legal Requirements: We may disclose your personal information if required to do so by law or in response to a lawful request by public authorities (e.g., a court order).

We do not share your personal information for marketing purposes outside of our own services.

5. COOKIES AND TRACKING TECHNOLOGIES

Our website may use cookies and similar technologies to enhance your browsing experience. Cookies are small files that are stored on your device and help us remember certain preferences or improve site functionality. You can disable cookies in your browser settings, but this may affect your user experience on our website.

6. DATA RETENTION

We will retain your personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, including for the purposes of satisfying any legal, accounting, or reporting requirements.

7. YOUR RIGHTS

As a guest, you have the right to:

- Access the personal information we hold about you.
- Update or correct any inaccurate or incomplete information.
- Request Deletion of your personal information, subject to certain legal exceptions.
- Opt-out of receiving marketing communications from us.

If you would like to exercise any of these rights, please contact us at claire@rivertonholidayhome.nz.

8. THIRD-PARTY LINKS

Our website may contain links to other websites or services that are not operated by us. We are not responsible for the privacy practices or content of these third-party websites. We encourage you to review their privacy policies when visiting these external sites.

9. CHILDREN’S PRIVACY

Our services are not intended for children and teenagers under the age of 18, and we do not knowingly collect personal data from children. If we become aware that a child or teenager under the age of 18 has provided us with personal information, we will take steps to delete that information from our servers.

10. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We encourage you to review this Privacy Policy periodically for any changes.

11. CONTACT US

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us at:

Little White Bach
Email: claire@rivertonholidayhome.nz
Phone: +64 (0)21 2082 7002

By confirming your booking, you agree to our Terms and Conditions and Privacy Policy.