

TERMS OF USE

Where do we collect information?

When a guest books a room, we collect his/her name, address, nationality, telephone/mobile phone number and email address. We may collect these through the use of cookies. We use these pieces of information in order to complete the booking by the guest and receive payment for online transaction(s).

We never sell or reveal these pieces of information to the third parties though the use of the cookies

What are cookies?

Cookies are messages that web servers pass to your web browser when you visit Internet sites. Your browser stores each message in a small file, called cookie.txt . When you request another page from the server, your browser sends the cookie back to the server.

How we use cookies?

We use cookies during the time you use the website and cookies are used for next visits for the two main purposes:

- To provide you the personal experience on the website
- To use it for analysis for engaging more efficiently and faster for our guests.

What information do we collect?

- Guest's full name
- Contact information including address, email and telephone/mobile phone number
- Nationality
- Other information on guest survey or/and our discount offer(s)

How can I change the cookies setting?

If cookies are essential to the use of website, cookies sessions will be no more effective after you have left the website. If you want to monitor or prevent cookies, you can change the browser setting to receive notification at any time the cookies are being in use or you can stop completely the use of cookies. You can also remove the cookies saved in your browser. If you decide to prevent the use of cookies in your browser, please note that you may not be able to use some main functions on our website. We will not provide your information to the advertisers.

SECURITY POLICY

How we use and protect guest's personal information?

We use our guest's information for the following purposes

- Booking confirmation
- Confirmation on online payment/transaction

- Inviting guests to participate in our guest satisfaction survey
- Sending guests marketing emails on new products/services, special offer(s) and promotion(s) that may be of their interest
- Feedback to the needs or enquiries of our guests
- Permanent data saving except in the case guests send unsubscribe request to the website management or in the case our company is dissolved or goes bankrupt

Who can have access to our guest personal information?

We are committed to protecting the privacy and personal information of our guests. We have executed the procedures on security, administration and technology which are realistic and suitable to protect what was provided to us by our guests.

We do not sell, rent or share our guest information with any third party without the permission of our guests, but with the special request(s) such as by laws to fully protect the safety of other guests, our staff, the community or our properties.

You agree that, in necessary cases, the following authorities/organizations/personels have the right to access and collect your personal information:

Website Management

The resort/hotel that provide accommodation/tour

A third party with an API connection with the website merperle.vn: payment gateway, website developer(s)

Event companies and sponsor(s)

Competent authorities in the case they are allowed by laws

Market survey company

Financial and legal advisor(s) and auditing companies

The claimer who can prove the violation by our guests

Address of Information Collecting and Managing Company

- Công ty/Tổ chức: CÔNG TY CỔ PHẦN HÒN TÂM BIÊN NHA TRANG
- Address: 84 Nhị Hà, Phường Phước Hòa, Nha Trang
 - Tel: 02583526636 Fax: (84) 0258 3878 178
 - Email: minhnhut02@yahoo.com / trong.do@merperle.vn
 - **Hotline:** 0908083402/ 0908435544

Regulations on information security of online payment transaction

We use payment gateway for online transaction on our website by working with a payment gateway company and our bank to fully secure your transaction. In case there is any technical error, we are committed to tackling in a soonest time to ensure our guest interest.

How to receive and solve the complaints about the use of our guests' information

When you find out your personal information is used in a wrong purpose or scope, you can send an email to trong.do@merperle.vn or call (0258) 352 6636 and provide relevant evidence with the issue(s) to the website management. We are committed to responding promptly or latest within 48 hours from the time a complaint is received.

Link to other websites

Please note that our website site may be linked to other ones and the security policies of these websites may be different from ours. We warn that you check the security policies of these websites before providing any personal information. In any case, please note that these websites do not share the information of their guests with us

Change in policies and terms & conditions

We have full discretion to change, edit or add to this policy at any time in order to meet a change in legal environment, business demand(s) or demand(s) by our guests or our resorts/hotels without prior notice. Last update on December 4th, 2018

CANCELLATION POLICY

Procedures on amendment, cancellation and no-show

Send the confirmed booking to reservation to request the cancellation, then the reservation will notify the account payable to proceed the refund. The policy of payment, amendment or cancellation will be described specifically in each booking transaction when dealing with each hotel.

OPTION 1:

Cancellation Policy:

Cancel 14 days prior to arrival: Free of charge.

Cancel 7 days prior to arrival: the first night of the whole booking will be charged

Cancel 3 days prior to arrival or no-show: 100% of the whole booking will be charged.

General Terms & Conditions:

1. Room rate is quoted per room per night, including buffet breakfast for:
 - 02 persons in Tropical Deluxe Bungalow, Romantic Bungalow, Forestal Deluxe and Executive Suite
 - 03 person in Premier Family
 - 06 adults in Family Suite 3 bedrooms
 - 08 adults in Family Suite 4 bedrooms
2. Extra bed at VND 1,386,000 net/night can be set up in each room for an additional adult including breakfast. Maximum adult for each room is 1 (one)
3. Children incur a surcharge for buffet breakfast as follows:
 - 0-4: free buffet breakfast and sharing bed with parents
 - 5-10: VND 400,000 net/person and sharing bed with parents

- 11 years-upwards: extra bed should be taken and charged
- 4. Capacity for children lodging
 - 02 children under 10 years for below room types: Tropical Deluxe Bungalow, Romantic Bungalow, Forestal Deluxe and Executive Suite
 - 02 children under 10 years for Premier Family.
 - 03 children under 10 years for Family Suite 3 bedrooms
 - 04 children under 10 years for Family Suite 4 bedrooms
- 5. Compulsory Gala Dinner on 24th & 31st Dec: VND 1,966,000 net per adult, VND 1,381,000 per children from 5 to under 10 years old and paid at the resort. Children 11 years upward are considered as adult. Free for children 0-4 years old
- 6. Rates are subject to availability and can be changed without prior notice.
- 7. Rates are not in conjunction with any other promotion at time of reservation.
- 8. A valid and sufficient credit card is required to guarantee the reservation. The hotel reserves the right to charge on provided credit card 100% of total booking amount at the time of reservation.

OPTION 2

Cancellation Policy:

This booking is Non-Refundable and cannot be amended or modified. Failure to arrive at your hotel will be treated as a No-Show and no refund will be given.

General Terms & Conditions:

1. Room rate is quoted per room per night, including buffet breakfast for:
 - 02 persons in Tropical Deluxe Bungalow, Romantic Bungalow, Forestal Deluxe and Executive Suite
 - 03 person in Premier Family
 - 06 adults in Family Suite 3 bedrooms
 - 08 adults in Family Suite 4 bedrooms
2. Extra bed at VND 1,386,000 net/night can be set up in each room for an additional adult including breakfast. Maximum adult for each room is 1 (one)
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