

Terms and Conditions NurHomestay Booking System

Introduction

NurHomestay Melaka Website is owned and operated by NurHomestay Melaka. Any usage from this website is subject to you agreeing to be bound by and to comply with this Acceptable Use Policy. If there is disagreement within the terms, you may exit from using this website.

If you wish to use any of the following Services, you agree to be bound by the Specific Terms of Use applicable to the particular Service.

Corporate Blog

We have the right to update, add, change, delete and make corrections to this Policy and Terms of Use. You should be aware that agreeing to this Policy and Terms of Use also agree to any changes made from any time.

Copyright/Trademarks

This website and other services such as Online Reservation, Management, content and images are proprietary to NurHomestay whether registered or unregistered). You may use it for personal and non-commercial purposes subject to applicable copyright laws. Any content from the website should not be used or modified without our consent.

Information collection

We collect and maintain your personal information to personalise and continually improve your experience with our Website by following the Personal Data Protection Act (PDPA) in Malaysia. If you do not accept this condition, you may not be able to fully enjoy the services provided from our website. These are some personal information we may want from you:

1. Personal identifiable information e.g. Name and password;
2. Contact information e.g. Current phone number, address and email address;
3. Payment information e.g. credit or debit card information;
4. Reservation information e.g. reservation date, or other product preferences;
5. Technical information e.g. IP address.

Use of information collected

Generally, we use your Personal Information for administrative purposes such as completing your transactions and requests for our services. We might contact you via email address or phone number based on the information you provided to us only if we are required to contact you. In addition to this, we use your Personal Information for accounting purposes such as billing and auditing.

Booking

These terms and conditions should be read, understood and expressly agreed to complete the booking:

1. Book homestay can only be made if the date is strictly available.
2. Requests to book a homestay can only be accepted once the payment is made. The payment only requires a deposit to reserve a homestay and full payment needed to be made during the check-in.
3. You may update your booking information before 3 days of your check-in date only if the searching date is still available.

Cancellation and Refund

1. Once the cancellation is made, the booked homestay will be completely removed from your booking.
2. It is non-refundable of your deposit payment.

Contact information

For any queries, concerns or complaints in relation to our handling of your Personal Information or our Privacy Statement, please contact us at [here](#) (link page contact).