

ST MARYS RESIDENCE

PRIVATE LUXURY

AUCKLAND • NEW ZEALAND

St Marys Residence Terms & Conditions

St Marys Residence (“St Marys Residence”, “St Marys Residence Limited”, “SMR”, “we”, “us”, or “our”) will accept your reservation for accommodation and/or venue hire subject to the following Terms and Conditions.

a. General Terms & Conditions

Exclusive Use

St Marys Residence is only available for single party reservation at any given time, guaranteeing exclusivity.

Waitlist Policy

If the Residence is unavailable during your requested period, we will give you the option to be placed on our ‘Waitlist’. In the event that the Residence becomes available for the originally requested dates, rest assured, we will notify you. Please note that reservations will be accepted on a ‘first come, first served’ basis.

Children, Family & Travelling Companions

Reservations for families or groups are taken at the sole discretion of the Residence and special conditions and additional charges may apply. Any additional bed and linen requirements can be arranged on request (extra charges apply).

We welcome families travelling with children over twelve years of age. It is the parent/caregiver’s responsibility to supervise children at all times while staying at St Marys Residence. If required, we can arrange a nanny/babysitting service (additional charges apply).

For further information regarding group bookings, please contact us on +64 (0)27 291 0031 or +64 (0) 27 291 0032 or email michael@stmarysresidence.co.nz.

Dietary Requirements & Preferences

We will do our very best to cater to your dietary requirements and preferences for all meals included in your stay (see below). Please inform us of any special requests, including food allergies, when making your reservation. However we cannot be held responsible for traces of allergens.

Included in your stay is full gourmet-style breakfast, pre-dinner drinks and canapés, complimentary handmade treats and private bar range, including award-winning New Zealand wine, craft beer, mineral water, fresh juice, Nespresso coffee, Mariage Frères and other fine tea selection and fresh seasonal organic fruit.

Any other special or supplementary meal or event catering requests can be arranged (additional charges apply).

Car Parking

Complimentary secure on-site parking for up to two vehicles can be made available, on request. Any additional parking requirements can be arranged (additional charges apply).

Arrival & Departure

Our check-in time is from 2pm onwards and check-out time is by 11am.

Should you arrive earlier or wish to leave later than the times stated above, we will do our best to accommodate your request. If we are unable to do so, we may be able to store your luggage for you for that day. Late departures must not exceed the arranged extended time, otherwise an additional charge of one night’s accommodation will be applied.

Any additional food or beverage requirements for the extended period of your stay can be arranged, upon request (extra charges apply).

Smoking

St Marys Residence has a strict non-smoking policy that applies throughout the Residence. Ashtrays are provided and smoking is permitted in designated outdoor areas only, away from open windows and doors. We request that guests respect and adhere to this policy at all times.

Should a guest smoke in the Residence and/or residual cigarette smoke be detected following the departure of the guest, a specialist cleaning company may be engaged. The Residence reserves the right to charge such costs and any resulting loss of income to the registered guest.

Alcohol

Alcohol will not be served or made available to intoxicated guests or persons under the age of 18 years under any circumstances.

Drugs

St Marys Residence has a strict no drugs policy.

Other Restrictions

The following items may not be brought into the Residence:

- Pets or livestock
- Pillows, bed sheets, duvets or other items of bedding
- Any electrical appliances and/or equipment for heating and/or cooking purposes

Guests' Visitors

Visitors to the Residence must be registered and are permitted at the Residence's discretion. The registered guest is responsible for the behaviour of all persons/visitors while at the Residence. Any accidental, deliberate or reckless acts that result in damage to Residence property, requiring specialist cleaning, repair or replacement, will be charged to the registered guest.

Damage, Breakage & Loss Policy

Any damage/breakage/loss to the Residence and/or Residence property must be reported to the Residence immediately. Please note that any damage/breakage/loss caused to the property or furnishings during your stay could result in costs of repair and/or replacement (including any insurance excess) being charged directly, either fully or partly, to you as the registered guest.

Should the Residence be left in an unsatisfactory state following the departure of the guest, the registered guest will be charged a cleaning fee. An unsatisfactory state may include, but is not limited to, excessive rubbish, excessive uncleanliness, mess or odour, any unhygienic uncleanliness and/or misuse of Residence property, including linen. The evaluation of the Residence's condition following guest departure and/or factors contributing to an unsatisfactory state shall be deemed at the sole discretion of the Residence.

Additional Services & Charges

St Marys Residence provides additional optional services for residents (extra charges may apply). These services and applicable charges include, but are not limited to, the following:

- National/International Telephone Calls: premium telecommunication rates
- Photocopying: \$0.20 cents per page
- Return of Lost Property/items left behind: cost of courier/postage
- Personal Chef & Catering (supplementary to meals included in your stay): by arrangement
- Personal Trainer: by arrangement
- Beauty/massage therapists: by arrangement
- Private butler: by arrangement
- Personal shopping: by arrangement
- Personal security: by arrangement
- Business services, including laptop, tablet, mobile phone, digital camera, USB rental, secretarial and support staff requirements: by arrangement
- Dry-cleaning service: by arrangement
- Special floral arrangement and delivery requests: by arrangement
- Special scented/non scented candles and room fragrances: by arrangement

Personal Property & Effects

St Marys Residence may provide luggage storage facilities, used at your own risk. St Marys Residence will not be held responsible for loss of or damage to luggage or personal belongings and the contents therein (including any valuables, even if we have been advised) during use of storage facilities or during the disposal process, however caused, and you hereby release St Marys Residence from any liability in respect thereof.

Guests are advised to obtain insurance to cover curtailment and loss of luggage, personal effects, damages, and money/valuable belongings.

Errors and Omissions

Please ensure the accuracy of all information provided/entered during the reservation process, as this is transferred directly into the Residence reservations system and all information provided/entered by you will be assumed to be correct and final. Any errors or omissions will be the responsibility of the person providing/entering the information.

St Marys Residence will not be responsible or liable for any errors or omissions in the reservation information provided. You must ensure that you check all details of the chosen accommodation and/or travel arrangements (including the rate) at the time of reservation.

Suspension

St Marys Residence reserves the right to remove and/or confiscate any impermissible items, including illegal and/or restricted items, found in the Residence immediately without notice to you. St Marys Residence reserves the right to charge you for any costs incurred for taking such action.

St Marys Residence further reserves the right to ask you to leave the Residence and remove your belongings immediately if we shall, in our sole opinion, deem that you have used the Residence in an irresponsible manner or in a manner that will compromise the safety of, or cause damage and/or harm to, the Residence, or its premises, staff or any other persons or the reputation of St Marys Residence, without any compensation and/or reimbursement to you.

St Marys Residence also reserves the right to refuse accommodation to any person(s) without any notice and terminate any reservation without being liable for any refund or compensation for the following reasons:

- The reservation has been paid through fraudulent means.
- The guest is not or cannot prove that he/she is the person named in the Reservation Confirmation.

Privacy & Data Protection

Please refer to our Privacy Policy, which forms part of these Terms and Conditions.

By Appointment Only

Should you wish to visit the property in consideration of an upcoming stay or event, please contact us to schedule an appointment.

Liability Policy & Damages

St Marys Residence is responsible to provide the services stated in the Reservation Confirmation and according to our full terms and conditions. We do not accept any liability for failure to provide the services contracted or any of them due to circumstances beyond our control.

St Marys Residence is not in a position to guarantee guest safety against events including, but not limited to, accidents, death, acts of God, flood, riot, theft or even acts of negligence. All activities have inherent risks to health and safety and St Marys Residence will not be responsible for any eventualities related to any activities or services reserved through this website. Guests are advised to obtain insurance to cover curtailment and loss of luggage, personal effects, damages, personal injuries and money/valuable belongings.

b. Reservation, Payment and Cancellation Policy

Your reservation confirmation for St Marys Residence constitutes your agreement to the following terms and conditions.

Rates

- Rates quoted are in New Zealand dollars and charged on a per night basis for single party reservation, guaranteeing exclusive use of the Residence.

- All rates exclude the New Zealand Goods and Services Tax (GST) of 15%. Please note that St Marys Residence is required by New Zealand law to charge GST on all goods and services sold or used within New Zealand.
- A holiday season surcharge of NZD \$300.00 + GST per suite, per night applies to guests staying between 20 December - 5 January (inclusive) and during New Zealand public holidays.
- Between 20 December - 5 January, a minimum stay of three (3) consecutive nights is required.
- Rates are subject to change without notice and will be subject to confirmation at the time of reservation. However, your rate is guaranteed once you receive a Reservation Confirmation from us.
- The rates shown online are not valid in conjunction with any other promotion or offer.

Rate Inclusions

Included in the rate is exclusive accommodation and use of all St Marys Residence facilities, return Auckland Airport transfers (if required), premium champagne or other beverage on arrival, full gourmet-style breakfast catered to your dietary requirements, pre-dinner drinks and canapés, delectable handmade treats, and complimentary private bar range, including award-winning New Zealand wine, craft beer, mineral water, fresh juice, barista-quality Nespresso coffee, Mariage Frères - Maison de Thé à Paris and other fine tea emporium and fresh seasonal organic fruit.

For the avoidance of doubt, rates do not include any incidental charges, which you may incur during your stay (including, for example, in respect of your use of the Residence Business Centre facilities and the costs of national/international telephone calls. Such charges will be payable by you prior to your departure and, in the event that you fail to pay any such incidental charges, it is a condition of your contract with us that you irrevocably authorise us to debit your credit or debit card for the amount of any shortfall.

Pricing Schedule

<i>St Marys Residence, including</i>	<i>Guests (number of persons)</i>	<i>Rate</i>
<i>Pacific Ocean Suite</i>	Suitable for -Single (1) or -Double (2)	NZD \$3,000.00 per night (plus 15% gst)
<i>Pacific Ocean Suite plus Courtyard Garden Suite</i>	Suitable for -Two singles (2) -Double + single (3) -Two doubles (4)	NZD \$4,500.00 per night (plus 15% gst)
<i>Additional companion/aide room</i>	Suitable for -Single (1) or -Double (2)	On request
<i>Exclusive meeting, wedding & event venue hire</i>	Suitable for Up to 10 persons	On request

St Marys Residence operates a pay-as-you-use system of optional add-ons, giving you the flexibility to purchase only the services that you wish to use. For your convenience, these additional services will be made available for your selection during your reservation process.

Long-term, Corporate and Private Event Rates

- Please contact us regarding our long-term and corporate preferential rates.
- Please contact us about our private meeting, wedding or event rates for hosting your perfect special occasion.

Making Reservations

All reservations and enquiries can be made by phone, email or facsimile and will be replied to within 24 hours. For instant confirmation, please call us directly.

- Phone: +64 (0)27 291 0031 or +64 (0) 27 291 0032
- Email address: michael@stmarysresidence.co.nz
- Fax: +64 (9) 309 6828

Reservations are accepted at the discretion of St Marys Residence and subject to the availability of the Residence.

Reservation Confirmation

- In order to confirm and guarantee a reservation, regardless of payment method, we require a valid current credit card number with an expiry date that has validity beyond your date of departure from St Marys Residence.
- On our confirmation of your reservation, a deposit of 25% of the total amount will be charged to your credit card in order to secure your reservation.
Should you wish to make payment via an alternative method, we must be notified at the point of reservation. The total amount must then be pre-paid in full into the Residence's account within two working days from the time the reservation was originally made (or pre-paid prior to your arrival, whichever date comes first) so as to secure your booking.
- Regardless of payment method, the credit card details provided must remain valid throughout your stay at the Residence.
- Please note that our special events and promotional rates and/or offers require full payment at the time of reservation in order to confirm your booking. Additional terms and conditions apply, please see *Special Events and Promotional Rates and/or Offers*.
- Once your reservation has been successfully completed, a Reservation Confirmation will be sent to your email address, as provided to us. If you do not receive your Reservation Confirmation within 24 hours from the time of booking, please contact us.

Payment

- One account per reservation would be appreciated.
- You will be required to provide a credit card imprint at the time of check in as security for any extra charges you may incur while at the Residence.
- All accounts must be settled directly with St Marys Residence in New Zealand Dollars prior to departure.
- St Marys Residence accepts the following forms of payment:
 - Most major credit cards, including American Express, Visa, MasterCard and Diners Club
 - Eftpos
 - Cash
- A payment processing fee/surcharge of up to 2% may apply if you are settling your account with a credit or debit card. The final amount for payment will be shown in New Zealand Dollars and will be charged to your credit/debit card at the amount shown or converted to your local currency by your credit/debit card company. St Marys Residence is not responsible for currency conversion rates and therefore any questions regarding currency conversion must be directed to your credit/debit card company.
- St Marys Residence does not accept payment of account by cheque unless prior arrangements have been made.

Payment Schedule

Account payments will be allocated as follows:

Reservation confirmation	25% deposit of total amount*
Within 30 days prior to arrival	Remaining balance charged
Additional activities and approved expenses	Settled in full prior to guest departure

All charges other than accommodation can be charged to each group-booking guest individually, with charges to be settled by the individual prior to the time of departure. Unless this is advised, then all other charges will be debited to the main group booking account, payable prior to departure.

*Please note, should you wish to make payment via an alternative method to credit card, additional terms and conditions apply, please see the information under *Reservation Confirmation*.

Special events and promotional rates and/or offers require full payment at the time of reservation. Additional terms and conditions apply, please see *Special Events and Promotional Rates and/or Offers*.

Final Payment

All accounts are payable prior to guest departure, unless prior arrangements have been made with the Residence. Unpaid accounts will be liable for any collection costs incurred by the Residence. The Residence reserves the right to charge penalty interest of 10% for each month that the account remains overdue.

Cancellations & Revisions

Cancellations affect us greatly due to our boutique nature and the exclusive use of our Residence. A cancellation charge may be imposed if you cancel all or part of your reservation at St Marys Residence. A revision or change in the length of stay or dates of your reservation will be considered a partial or total cancellation, as applicable, of the initial reservation and is therefore subject to our cancellation terms. All cancellations must be made in accordance with our terms, regardless of circumstances.

Our cancellation policy is:

Outside 90 days before arrival	25% deposit is refunded in full
90 - 31 days before arrival	25% deposit is non-refundable
Less than 31 days before arrival	Full charge is incurred

For all reservations, there is no refund for early check-out. Should the guest depart earlier than the reserved date, this will not result in a refund unless the Residence is able to re-let the reserved accommodation. The guest accepts to have their credit card charged in the event of any cancellation.

Any revisions to your reservation, including but not limited to a change in the length of stay or dates of your reservation, are subject to the availability of St Marys Residence and may result in a rate change.

For special events and promotional rates and/or offers, a no cancellation policy applies and no refunds or changes are permitted, unless alternative arrangements can be made, subject to availability and at the sole discretion of the Residence. Additional terms and conditions apply - please see our *Special Events and Promotional Rates and/or Offers*.

Cancellations may be made by contacting us directly:

- Phone: +64 (0)27 291 0031 or +64 (0) 27 291 0032
- Email address: michael@stmarysresidence.co.nz
- Fax: +64 (9) 309 6828

We encourage our guests to secure travel insurance to protect against unexpected changes to travel plans, for all members of your party. It is your responsibility to ensure that the insurance you purchase is adequate and appropriate for your particular needs.

In the unlikely event that St Marys Residence must cancel or amend a reservation, we may be able to offer an alternative or provide a refund, depending on availability and at the sole discretion of the Residence.

No Shows

In the event of a no-show (i.e. if you neither use nor cancel your reservation), there will be no refund applied, regardless of circumstances.

Special Events and Promotional Rates and/or Offers

Please note, special events and promotional rates and/or offers have the following additional conditions. These are clearly stated on the Terms and Conditions page for each offer they apply to. These conditions supersede any contradictory conditions in these Terms and Conditions:

- Full payment is required at the time of reservation in order to confirm the booking.
- No cancellations or changes are permitted unless alternative arrangements can be made, subject to availability and at the sole discretion of the Residence.

Your Responsibility for your Reservation

Please ensure the accuracy of all information provided/entered during the reservation process, as this is transferred directly into the Residence reservations system and all information provided/entered by you will be assumed to be correct and final. Any errors or omissions will be the responsibility of the person providing/entering the information.

St Marys Residence will not be responsible or liable for any errors or omissions in the reservation information provided. You must ensure that you check all details of the chosen accommodation and/or travel arrangements (including the rate) at the time of reservation.

It is your responsibility to obtain relevant and valid visas (if necessary) and to comply with all local health and custom requirements applicable.

You are responsible for ensuring that your reservation is appropriate for you and any members of your party. If you are in any doubt as to the suitability of the Residence or any of our goods and/or services, we recommend that you contact us directly to make further enquiries to verify suitability.

c. Website Terms & Conditions of Use

This/These Terms & Conditions of Use & Privacy Policy Agreement (this “Agreement”) is a legal agreement between you and St Marys Residence (“St Marys Residence”, “St Marys Residence Limited”, “SMR”, “we”, “us”, or “our”) providing, among other things, the terms and conditions for your use of our website www.stmarysresidence.co.nz (“website” or “site”).

We make the utilisation of our site, including all information, files, text, images, graphics, software, and any other services or products, available for your use subject to these terms and conditions, which also include any revised terms that we may publish from time to time.

By accessing, browsing, and/or using our site and/or our services on the website, you are deemed to accept this agreement and agree to be bound by these terms and by all terms, policies and guidelines incorporated by reference, while using our site and services. If you do not agree to all of these terms and conditions, we request that you do not use our site.

We may make changes to these terms from time to time, at our sole discretion. Please check them regularly to take note of any changes. Your continued use of our site following the posting of changes constitutes your acceptance of any such changes. This agreement does not in any way alter the terms or conditions of any other agreement you may have with us, our subsidiaries or affiliates. We reserve the right to refuse to engage with any user who violates this agreement.

Website Information

The information in this website is general in nature only. Although every effort has been made to ensure the accuracy of information contained, St Marys Residence cannot accept any responsibility for any errors or omissions, and we reserve the right to vary, amend, supplement or cancel any of the information or offers featured online at any time.

Acceptable use of this Website

This site may only be used for lawful purposes. Users are prohibited from violating or attempting to violate the security of this site or using it to illegally obtain information or services. Users may not send unsolicited email messages (spam) to or through the site or attempt to gain unauthorised access to other computer systems through the site. You agree that you will not use the site in any manner that could damage, disable, overburden, or impair the site or interfere with any other party’s use and enjoyment of the site, including the site owner or other users.

By using this website and paying for your reservation by credit card, you represent and warrant that you are a minimum of 18 years of age and create a legally binding obligation for any liability incurred. You agree that you will be personally and financially responsible for the use of this website and for anyone you have supplied your email login information to or who otherwise has access to or uses your email login information.

Applicable Laws

This site is serviced by St Marys Residence from New Zealand. St Marys Residence makes no representation that materials on the site are appropriate or available for use in locations outside New Zealand, and does not authorise access to them from territories where their contents are deemed illegal or prohibited.

By accessing this site, you and St Marys Residence agree that all matters relating to your access to, or use of, this web shall be governed by the statutes and laws of New Zealand, without regard to the conflicts of laws principles thereof. You and St Marys Residence also agree and hereby submit to the exclusive personal jurisdiction and venue of the Supreme Court of Auckland with respect to such matters.

Copyright

www.stmarysresidence.co.nz, the St Marys Residence logo, and/or other information, images and logos referenced in this website are either copyright, trademarks, registered trademarks, or other intellectual property rights and they are the exclusive property of St Marys Residence trading as St Marys Residence, St Marys Residence Limited or related companies and are protected by New Zealand and international copyright laws. Other product and

company names mentioned herein may be the trademarks of their respective owners. Any rights not expressly granted herein are reserved.

Disclaimers and Warranties

St Marys Residence provides this site on an as-is basis and makes no representations of any kind for the operation of the web site, as well as for all information, products, materials and services associated. To the extent of permissible law, we disclaim all warranties and representations.

St Marys Residence is not liable in any way for any damages arising from the use of this site or in any way howsoever caused by or connected with the use of this site. This limitation of liability applies to damages of any kind, including direct, indirect, incidental, punitive, exemplary, special or consequential (including, without limitation, any loss of use, loss of goodwill or loss of reputation), loss of income, profit, data, property and claims by third parties. These limitations will apply whether or not St Marys Residence, its affiliates or any of their suppliers have been advised of the possibility of such damages and not withstanding any failure of essential purpose of any limited remedy.

St Marys Residence cannot accept any liability, whether as a result of negligence or otherwise, for any loss of any kind that may arise from actions based on the contents of this website, the statements or conduct of any third party on our site or linked to via our site, reliance on content or postings on our site, or any other matter relating to our site or our services, or otherwise arising out of the use of this website. St Marys Residence does not warrant that any information provided on this website is free from errors, inaccuracies or omissions.

St Marys Residence makes no warranty that the site will meet your requirements or that the site will be uninterrupted, timely or secure. St Marys Residence does not warrant that the website will operate error-free or that this website and its server are free of computer viruses or other harmful material. If you use this website and your equipment is in need of servicing or replacement or if you lose data or experience any problems, St Marys Residence will accept no responsibility or liability for any damage, losses and costs you may suffer or incur in any circumstances. St Marys Residence does not warrant against unauthorised access to or alteration of your transmission or data via this website.

The use of this website is at your own risk.

Security of your Personal Information

St Marys Residence strictly protects the security of your personal information and honours your choices for its intended use. We carefully protect any personal data you may choose to share with us via the site, from loss, misuse, unauthorised access or disclosure, alteration, or destruction.

Your personal information is never shared outside of the company without your permission, except under conditions explained below. Inside the company, data is stored in password-controlled servers with limited/restricted access. Your information may be stored and processed in New Zealand or any other country where St Marys Residence, its subsidiaries, affiliates or agents are located.

Use of Cookies

To ensure we are publishing content users need and want, St Marys Residence collects aggregated site-visitation statistics using cookies. When someone visits our site, a cookie is placed on the user's device (if the customer accepts cookies) or is read if the user has visited the site previously.

If you choose not to have your browser accept cookies from the St Marys Residence website, you will be able to view the text on the pages, however you will not experience a personalised visit nor will you be able to subscribe to the service offerings on our site.

Links to Other Websites

Our site may include links to other websites or resources. St Marys Residence is not responsible for the actions, statements or activities of any other website or service, even if this service is referenced, mentioned or linked to from the St Marys Residence website. Because these other sites do not belong to us, nor are they maintained by us, we have no control over such sites and resources, and therefore you acknowledge and agree that we are not responsible for the availability of such external sites or resources, and do not endorse and are not responsible or liable for any content, advertising, products, or other materials on or available from such sites or resources. We provide these links for your convenience only, but do not monitor or endorse the material on them.

We cannot accept any liability whatsoever and howsoever arising, directly or indirectly, in relation to any such other sites (including, for the avoidance of doubt and not by way of limitation, any inability to access or delay in accessing any such other site), for any damage or loss caused by or in connection with use of or reliance on any such content, goods or services available on or through any such site or resource which you may come across after leaving our site by way of a hypertext link or any other means.

Finally you acknowledge that such external sites usually have their own terms and conditions, including privacy policies, over which we have no control and which will govern your rights and obligations with respect to the use of those websites. St Marys Residence is not responsible for the content or the privacy policies of external web sites to which we may link.

Your Contact with Advertisers or Third Party Vendors

Your dealings with advertisers and third party vendors found on our site or through our services, including your participation in promotions, the purchase of goods, services, and any terms, conditions, warranties or representations associated with such dealings, are solely between you and the third party. We do not make any representations or warranties with respect to any goods or services which may be obtained from such third parties or any third party website you may access, and you agree that we will have no liability for any loss or damage of any kind incurred as a result of any activities you undertake in connection with the use of or reliance on any content, goods, services, information or other materials available or through such third parties, on our site.

In relation to any goods or services offered by or ordered from third party providers, you should check with the relevant third party provider to see whether any warranties are given and whether any exclusions or limitations apply. St Marys Residence does not act for or represent any third party providers and does not accept any liability in relation to third party providers or for the goods and/or services that they offer or provide, including (but not by way of limitation) for any acts or omissions of third party providers or for any representations or misrepresentations made by them. You should contact any third party providers direct to request any information or details that you may require.

Language

It is the express wish of St Marys Residence that these terms and conditions and all related webs have been drawn up in English.

Modifications of Terms of Use

St Marys Residence reserves the right to modify these terms of use at any time without notice. St Marys Residence accepts no liability or responsibility as a result of these changes.

Modifications of Services

St Marys Residence reserves the right to modify any service being offered at any time without notice. St Marys Residence accepts no liability or responsibility as a result of these changes.

Email for Information

For information about St Marys Residence products and services, please call us on +64 (0) 27 291 0031 or +64 (0) 27 291 0032 or email michael@stmarysresidence.co.nz.

d. St Marys Residence Privacy Policy

Statement of Privacy

St Marys Residence is committed to protecting your privacy and to developing technology that gives you the most powerful and secure online experience. In general, you can travel through most of our site without giving us any information about yourself. In some instances, we do need information to provide services that you request, and this statement of privacy explains data collection and use in those situations.

Your Personal Information

We will ask you when we need information that personally identifies you (personal information) or allows us to contact you. Generally, this information is requested when you are asked to register for our updates, when purchasing products or services via our site, or when registering an interest in purchasing our services via our online contact form, when making reservations, bookings, enquiries for accommodation and event venue hire.

Personal information is limited to email address, name, language and country or location, but may include other information when needed to provide a service you requested. For example, if you choose to make a reservation or

purchase, we will request personal information such as address, telephone number, billing information including credit card number and intended booking dates. If you contact us, we may keep a record of that correspondence. We may also collect information regarding your personal or professional interests, demographics, experiences with our products and contact preferences in order to provide you with further correspondence about our products and services that may be of interest to you.

Use of your Personal Information

Our goal is to provide you with the most useful and helpful web experience possible. We use your personal information to provide you with a better service, and in particular for the following reasons:

- to make the site easier for you to use by not making you enter your personal information more than once;
- to help you quickly find services or information on the site;
- to help us create and deliver content most relevant to you;
- to alert you to special offers, updated information and other new services from St Marys Residence that may be of interest to you;
- to communicate with you if you have purchased or enquired about purchasing products or services from us, either regarding your -reservation or purchase or other matters regarding transaction between us or your customer relationship with us;
- internal record keeping.

Sharing of your Personal Information

We occasionally hire other companies to provide limited services on our behalf, including packaging, mailing and delivering purchases, sending postal mail and processing event registration. We will only provide those companies the information they need to deliver the service, and they are prohibited from using that information for any other purpose.

St Marys Residence will disclose your personal information, without notice, only if required to do so by law or in good faith or belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on St Marys Residence or the site; (b) protect and defend the rights or property of St Marys Residence and its site, and, (c) act in urgent circumstances to protect the personal safety of guests and other users of St Marys Residence, its site, or the public.

Your Subscription

As above, we would like to provide you with information about new products, promotions, special offers and other information, which we think you may find of personal interest. If you make a reservation, purchase a product or any other service from us, we may retain your contact information for future informational mailings. If you do not wish to receive this information, please contact us directly by email to michael@stmarysresidence.co.nz to let us know and we will not send you this information.

If you decide at any time that you no longer wish to receive marketing or any other emails from us, please click on the unsubscribe link in the email. Alternatively, you may at any time contact us directly by email to michael@stmarysresidence.co.nz to inform us and we will no longer send any correspondence to you.

Control of your Personal Information

When you register, or otherwise give us personal information, St Marys Residence will not share that information with third parties without your permission, other than for the limited exceptions already listed. It will only be used for the purposes stated above.

St Marys Residence may send out periodic emails informing you of technical service issues related to our products or services. You will not be able to choose to unsubscribe to these mailings, as they are considered an essential part of the service you have chosen.

Access to your Personal Information

We will provide you with the means to ensure that your personal information is correct and current. If you ever wish to review or update the personal information that you have already given us, please contact us directly by email to michael@stmarysresidence.co.nz. We will amend any information as soon as possible. St Marys Residence will remove any user (and his/her personal information) from our subscription lists on their request.