

## **Miyori Suites Ltd – Privacy Policy**

Last Updated: 24 August 2025

### **Introduction**

This Privacy Policy explains how Miyori Suites Ltd (“we”, “our”, “us”) collects, uses, discloses, and protects your personal information when you visit, book, or use our services. By using our website or booking with us, you agree to the practices described here.

### **Information We Collect**

We may collect: - Contact details (name, email, phone, address) - Booking and payment details (including deposits) - Guest preferences and communications - Technical data (cookies, IP address, browser info, device info)

### **How We Use Your Information**

We use your data to: - Process and confirm bookings - Manage security deposits and refunds - Communicate with you about your stay - Provide and improve services - Meet legal and security obligations - Send offers and updates (only with consent)

### **Cookies**

We use cookies and analytics to improve our website experience. You can disable cookies in your browser, but some features may not function properly.

### **Sharing Your Data**

We may share information with trusted third-party providers (e.g., payment processors, IT support, booking platforms like Airbnb). We do not sell your data. Data may be disclosed if required by law.

### **Data Retention & Security**

We keep your personal information only as long as necessary to provide services and meet legal obligations. We implement safeguards to protect your data but cannot guarantee absolute security.

### **Your Rights (GDPR)**

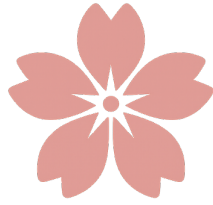
Under GDPR, you have the right to: - Access your data - Correct inaccurate data - Request deletion of your data - Restrict or object to processing - Data portability - Withdraw consent at any time - Lodge a complaint with the UK ICO ([ico.org.uk](http://ico.org.uk))

## **Children's Privacy**

Our services are not directed at children under 16. We do not knowingly collect personal data from children.

## **Contact Us**

For privacy concerns, please contact: Miyori Suites Ltd Email: [info@miyorisuites.co.uk](mailto:info@miyorisuites.co.uk) Tel: 0333 880 4548



## **Miyori Suites Ltd – Terms & Conditions**

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### **Scope**

These Terms & Conditions apply to all direct bookings with Miyori Suites Ltd. Airbnb bookings remain subject to Airbnb's own rules, but these terms serve as general guidance for all guests.

### **Bookings & Payment**

- Full payment is required at the time of booking. - A refundable security deposit of 20% is required and will be returned within 10 business days of check-out, provided no damages or additional charges apply.

### **Check-in & Check-out**

- Standard check-in: from 3PM | Check-out: by 12PM. - Early or late arrangements may be available upon request, subject to availability.

### **Cancellations & Refunds**

- 5+ days before arrival: Full refund. - 2–5 days before arrival: Partial refund. - 0–1 days before arrival or no-shows: No refund.

### **Guest Responsibilities & Conduct**

Guests agree to: - No smoking indoors. Smoking is permitted only in outdoor spaces (balconies, gardens) if available. - Parties/events are not permitted unless agreed in advance. If permitted, additional deposits or cleaning fees may apply. - Pets are generally not allowed. Exceptions may be made for small contained pets (e.g., hamsters), provided they are not allowed to roam freely. Guests are fully responsible for their care and clean-up. - Occupancy must not exceed the number stated at booking. - Quiet hours, if stated at booking, must be respected by guests. - Guests must leave the property in a reasonable condition. Excessive mess may incur additional cleaning fees.

### **Termination of Stay**

Miyori Suites Ltd reserves the right to terminate a guest's stay without refund if: - The guest engages in unlawful, unsafe, or disruptive behaviour. - The guest hosts unauthorised parties or

events. - The guest smokes indoors in prohibited areas. - Pets are brought without prior consent. - The guest causes damage to the property or disturbance to neighbours. Guests may be liable for additional costs, including cleaning, repair, or compensation for disruption.

## **Liability & Damages**

Guests are liable for damage, missing items, lost keys, or additional cleaning costs. Miyori Suites Ltd is not liable for the loss of personal belongings. We cannot guarantee uninterrupted services where issues are outside our control, but we will always aim to resolve them promptly.

## **Right to Access**

Management or authorised personnel may enter the property during a guest's stay in case of emergency, suspected breach of terms, or to carry out essential repairs, with notice where possible.

## **Force Majeure**

Miyori Suites Ltd is not liable for failure to provide accommodation due to events beyond our reasonable control (including fire, flood, strikes, or government restrictions).

## **Lost & Found**

Items left behind will be held for 14 days. Guests must arrange collection or pay shipping costs for return.

## **Privacy**

Personal data is collected and processed in line with our Privacy Policy.

## **Governing Law**

These terms are governed by English law, and any disputes will be subject to the jurisdiction of the courts of England and Wales.

Miyori Suites Ltd | Rooted in Elegance, Inspired by Simplicity