

## E-Commerce Services

The Singapore based CiMSO Group develops and distributes enterprise resource planning (ERP) software for hospitality and services enterprises in more than 14 countries internationally. CiMSO software includes programs which provide online e-commerce and on-line payment processing services (referred to as "Services").

## Secure Payment Policy

CiMSOweb payment Services ensure confidentiality of your personal data and safe use of your card or payment details.

During a payment process on CiMSOweb your card details are not stored in the Cloud or on our databases - it is retained within your own banks' ecosystem which uses SSL3 encryption. You may view your bank's security policy and certificates on their web page.

## Privacy Policy

CiMSO's policy is to treat all data received by it, regardless of the source, with utmost confidentiality, and to manage the security and privacy of such data strictly in compliance with our policy C1-POL-PRIVDAT Security and Privacy of Data, which may be viewed or downloaded from <https://cimso.com/policy>

Please direct any communications regarding data security and privacy to our Data Protection Officer at our contact address listed at the end of this document.

## Lodging Reservations

CiMSOweb offers online lodging reservation Services which provides a real time link between lodging establishments which use CiMSO INNkeeper software, travel wholesalers, channel managers and travellers.

Booking your travel over the Internet is part of your travel experience and CiMSOweb provides you with secure reservations and payment processing Services. Since reservation changes, cancellations and refunds are governed by the policies of each lodging establishment it is your responsibility to please check each establishment's policies carefully before you contract with them.

### General guidelines in respect to cancellations:

The following are general guidelines to assist you in managing cancellations - each establishment you deal with will apply their own specific policies. When you make a booking on CiMSOweb your confirmation e-mail will specify the exact cancellation due date deadline before which you must cancel in order to avoid a cancellation penalty. Generally, the cancellation due date is at least 21 days prior to arrival at the establishment. The penalty charge is usually one night stay, unless otherwise specified on the confirmation email.

Your cancellation request must be submitted via e-mail or facsimile, prior to the due date noted on your confirmation, in which case you may be refunded up to 100% of the cost of your stay, less an administration fee. Refunds will normally be processed within 14 days of receiving the request. Late cancellation requests will also be processed within 14 days, and any applicable penalty charge will be deducted from the amount refunded.

Failure to arrive at your lodging establishment will be treated as a late cancellation and will usually incur a minimum cancellation fee of one (1) room night per booking, unless otherwise specified in the confirmation email. Please notify the lodging establishment of your cancellation as soon as possible.

### **General guidelines in respect to shortened stay:**

Shortened stay will be refunded directly by the establishment, usually net of any penalty charges. Some refunds may take several weeks due to the establishment's administration process. Please check the refund amount and period with the lodging establishment, prior to your departure.

Establishments may apply a penalty charge to a shortened stay at late notice. Please also note that shortening your stay during the high season, periods of high occupancy, during trade fairs and conventions, or failure to cancel your reservation prior to the due date noted on your confirmation may result in a penalty charge being imposed by the hotel. If a penalty charge is incurred, this will be deducted from the amount refunded. Any changes to your reservation must be made directly with the lodging establishment as soon as possible.

Should you experience any problems with cancellations or refunds, please contact us at our contact address listed at the end of this document.

## **Disclaimer**

CiMSO makes every effort to ensure that any materials or rates displayed on this website are accurate as at the date of issue. Changes in market conditions or circumstances may occur after the issue date which may make information displayed on this website no longer accurate or no longer reflect the current position. CiMSO hereby expressly disclaims any representation, warranty or undertaking in relation to the accuracy, completeness, quality or adequacy of any contents of this website.

While CiMSOweb makes every effort to work with lodging establishments which provide an acceptable standard of service and accommodation for the price paid, we hereby expressly disclaim any representation, warranty or undertaking in relation to the quality or adequacy of any lodging establishment listed on our website.

CiMSO may, in its sole discretion, change this agreement or any part thereof at any time without notice.

## **Acceptable Use Policy**

By using the CiMSO e-commerce Services you accept responsibility to comply with all applicable laws in relation to your use of the Services, regardless of the purpose of the use, and you specifically undertake to adhere to the terms of this policy.

### **Prohibited Activities**

You may not use the Services for activities that violate any law, statute, ordinance or regulation, or that relate to:

- transactions involving (a) drugs, narcotics, unlawful substances or controlled products that present a risk to consumer safety, (b) stolen goods and unauthorised copies of copyrighted materials or virtual goods;
- goods, materials or services which (a) promote hate, violence, racism or racial intolerance, (b) are considered obscene or sexually oriented, (c) encourage, promote, facilitate or instruct others to engage in human trafficking, slavery or child labour and exploitation;
- transactions that show the personal information of third parties in violation of applicable law;

- transactions that encourage, promote, facilitate, instruct or is associated with money laundering, bribery or corruption or that involve the sales of products or services identified by government agencies to have a high likelihood of supporting money laundering, bribery, corruption or being fraudulent.

### Violations of this Acceptable Use Policy

Please report violations of this Acceptable Use Policy to CiMSO immediately, or submit any questions relating to this policy at the address listed below.

## Governing Law

This website is owned and managed by CiMSO Development Pte Ltd, a software development company incorporated in and governed by the laws of Singapore.

You may contact us at:

#### Postal

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