



## Sanga Estates LTD

LUXURY APARTMENTS · ACCRA, GHANA

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[sangaestates.com](https://sangaestates.com) | 6CQXJMG+6X, Ablekuma New Town, Accra, Ghana

# Privacy Policy. Terms & conditions.

## Privacy Policy.

### 1. Introduction

- At Sanga Estates LTD, we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or book a stay with us.

### 2. Information We Collect

- **Personal Information:** We may collect personal information that you voluntarily provide to us when you book a stay, contact us, or interact with our website. This may include your name, email address, phone number, payment information, and other details necessary to process your booking.
- **Non-Personal Information:** We may also collect non-personal information such as your browser type, IP address, and the pages you visit on our website. This information is used to improve our website and services.

### 3. How We Use Your Information

- **To Process Bookings:** We use your personal information to process your reservations, send confirmation emails, and communicate with you about your stay.
- **To Improve Services:** Non-personal information helps us analyze trends and improve our website and services.
- **Marketing:** With your consent, we may use your contact information to send you promotional offers and updates about our services. You can opt-out of these communications at any time.

### 4. How We Share Your Information

- **Service Providers:** We may share your information with third-party service providers who perform services on our behalf, such as payment processing and email delivery.
- **Legal Requirements:** We may disclose your information if required by law or in response to valid requests by public authorities.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred to the new owner.

### 5. Data Security

- We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.



## 6. Your Rights

- You have the right to access, correct, or delete your personal information. You can also object to or restrict the processing of your information in certain circumstances. To exercise these rights, please contact us using the information provided below.

## 7. Cookies and Tracking Technologies

- We use cookies and similar tracking technologies to enhance your experience on our website. You can set your browser to refuse cookies, but this may limit your use of certain features.

## 8. Third-Party Links

- Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites.

## 9. Changes to This Privacy Policy

- We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to review this Privacy Policy periodically.

## 10. Contact Us

- If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:
  - **Email:** [Lodge@sangaestates.com](mailto:Lodge@sangaestates.com)
  - **Phone:** +233-533300887.
  - **Address:** 6CQXJMGC+6X, Ablekuma New Town, Ghana.
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# TERM & CONDITIONS.

## 1. Introduction.

Welcome to Sanga Estates LTD. By booking a stay with us, you agree to comply with and be bound by the following terms and conditions. Please read them carefully.

## 2. Booking and Payment.

- Bookings can be made online, via phone, or email. A deposit of 50% is required to secure your booking, with the balance due on check-in date on premises.

## 3. Check-In and Check-Out.

- Check-in is from 2:00PM, and check-out is by 11:00AM. Early check-in or late checkout can be arranged subject to availability and may incur additional fees.

## 4. House Rules.

- **DO NOT PUT TISSUES INTO TOILET, DISPOSE IN THE PROVIDED BIN INSTEAD.**
- No smoking inside the apartment or near other guests.
- No pets allowed.
- Please respect our neighbors and keep noise to a minimum after 10:00PM.
- Avoid playing loud music in the area unless there's a planned party.
- Please be courteous and turn off the water and AC when they're not in use.
- Upon checking out, guests must leave the keys with front desk.
- Only guests that stay a week or longer will have stacked refrigerator with Drinks/snacks.



- There will be an additional fee for visitors that stay overnight.
- Mandatory Room cleaning once per week.
- 25GB data per week.
- Events must be scheduled and approved by house manager.
- Please close windows when you leave to go out.

### **5. Damage and Security Deposit.**

- A security deposit of \$0 is required at check-in and will be refunded at the day of check-out, provided no damage is found.
- Guests are responsible for any damages to the property and will be charged for repairs or replacements.

### **6. Liability and Insurance.**

- Sanga Estates LTD is not liable for any injuries, damages, or losses incurred during your stay. Guests are encouraged to have travel insurance.

### **7. Guest Responsibilities.**

- Guests are expected to maintain the property in good condition and report any issues immediately.
- Any lost keys or access cards will incur a replacement fee of \$10.

8. During the high season of frequent power outages, a generator will be on standby to provide power in the mornings and evenings (Generators must cool down after few hours of run time). Portable fans and chargers will be available for guests during the day if needed.

### **9. Privacy Policy**

- We collect and use guest information in accordance with our privacy policy, which is available on our website.

### **10. Governing Law**

- These terms and conditions are governed by the laws of Ghana. Any disputes will be resolved in the courts of Ghana.

### **11. Contact Information**

- For any questions or concerns, please contact us at the info provided above.

### **12. PHOTO ID & SIGNATURE.**

- A copy of a photo ID is required at check-in.
- A signed invoice (including name, date, and signature) is required before check-in.

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## **Cancellation and refund policies.**

**Check In: 2pm Check Out: 11am.**

We understand that plans can change, and sometimes cancellations are unavoidable. To provide you with flexibility and fairness, we have established the following booking cancellation policy:

- 1.) 5% Cancellation (Up to 1 Month Before Check-In):** Guests who cancel their reservation more than one month before the scheduled check-in date will receive a full refund with no cancellation fee.



- 2.) 8% Cancellation Fee (Between 3 Weeks and 1 Month Before Check-In):** Guests who cancel their reservation between three weeks and one month before the scheduled check-in date will incur a cancellation fee equal to 8% of the total booking amount. The remaining amount will be refunded.
- 3.) 10% Cancellation Fee (Less Than 1 Week Before Check-In):** For cancellations made less than one week before the scheduled check-in date, guests will incur a cancellation fee equal to 10% of the total booking amount. The remaining amount will be refunded.

#### No-Show Policy

In the event of a no-show (guests who do not arrive for their reservation without prior notice), the full booking amount will be charged, and no refund will be provided.

#### Early Departure Policy:

Guests who decide to check out earlier than their original departure date during their stay will be charged for the full booking duration initially reserved.

#### Cancellation Process:

To request a cancellation, please contact our booking support team as soon as possible. Refunds will be processed promptly after the cancellation is confirmed.

#### Note:

The cancellation fee is calculated based on the total booking amount. Refunds will be issued to the original payment method used for the booking. Special promotions or non-refundable bookings may have different cancellation policies, which will be clearly stated during the booking process.

We recommend that guests consider purchasing travel insurance to protect against unforeseen circumstances that may necessitate cancellations. We value your business and strive to provide fair and flexible booking terms to accommodate your needs while ensuring the availability of our accommodations for all guests. If you have any questions or need further clarification, please don't hesitate to contact our booking support team. Thank you for choosing our services, and we look forward to hosting you.

Signature :

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Full Name :

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Date :

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**Sanga Estates LTD.**