

Disclaimer

The user and/or account registrant agrees to indemnify hotelmessenger.net for any claim arising from the use of messaging services provided by the hotelmessenger.net website. The user also agrees to indemnify hotelmessenger.net management and employees from any action or claim.

The hotelmessenger.net conveys messages via SMS and Fax to recipients across the world. In this process, the message will pass through the control of several parties including but not limited to telecommunication vendors. Whilst systems are in place to minimise any potential problems, hotelmessenger.net does not warrant that this service will be error-free or uninterrupted.

Access to the hotelmessenger.net website and services is controlled by a username and password controlled by the account holder. As a result, the account registrant agrees that hotelmessenger.net is not responsible for unauthorised use of the account. This includes, but is not limited to, unauthorised access to account details, unauthorised transmission of messages using the hotelmessenger.net service and messages sent or not sent using this service.

The user and/or account registrant agrees that the content of messages sent via the hotelmessenger.net website are the responsibility of the account holder and hotelmessenger.net has no control over the content of these messages.

Terms of Service

The following document outlines the terms and conditions for using the services provided by hotelmessenger.net. Access and use of the hotelmessenger.net website and linked services constitutes agreement to these terms. hotelmessenger.net reserves the right to change these terms as required. Any and all changes will be notified to the account holders via the hotelmessenger.net website.

Account Registration and Management

All user accounts of hotelmessenger.net are to be created by the user through the self registration page. The registration process will require the account holder to provide information including Management of the user account is done via the hotelmessenger.net Account management page.

From time to time, hotelmessenger.net may contact account holders to authenticate the account details and to provide assistance in using the hotelmessenger.net service.

Account Changes and Termination

The account holder can make changes to the account as and when required via the hotelmessenger.net Account management page. This page allows the changing of passwords, contact information and billing information.

hotelmessenger.net reserves the right to terminate any account found to be in violation of these terms. This includes accounts that have an outstanding balance. hotelmessenger.net reserves the right to restrict functionality of accounts to ensure continued compliance with these terms by the account holder.

SPAM

Messages sent via the hotelmessenger.net web services originate from Australia. Therefore the account holder is bound by Australian legislation regarding privacy and the sending of unsolicited messages.

The account holder agrees to comply with this requirement, a copy of which is found on the hotelmessenger.net website. This includes sending messages only to those parties that have given consent to the account holder to send messages to them. From time to time, hotelmessenger.net may require the account holder to furnish proof that the recipient has indicated their agreement to receive messages before a bulk send campaign is processed.

The Sender ID of the generating message can be customised by the account holder, however to ensure compliance with current legislation, the account holder must configure a Sender ID that enables the recipient to easily identify the sender. This can be a number which the recipient can call or a text string that the recipient can identify with.

To ensure compliance when sending bulk amount of messages through the campaign functionality, hotelmessenger.net will add footer text to the outbound message indicating to the user to call the account holder's contact number if they do not wish to receive these messages in the future. This footer is mandatory and cannot be removed.

Privacy Policy

Information provided by account holders is given to enable hotelmessenger.net provide messaging services. To that end, this information will not be disclosed to any third party without written consent from the account holder, or binding request made via a legal instrument issued by an Australian court. Data covered by this policy includes account details, invoice details, payment details and message contents. At anytime the account holder can view information relating to their account via logging into the hotelmessenger.net website. Alternatively, account holders can contact the support team for more information.

Payment

hotelmessenger.net provides multiple methods of payment. These include Credit Cards and Bank Deposit.

Credit Card Payments

Payments via credit card are processed via an agreement with PayPal. hotelmessenger.net does not have access to credit card details at anytime. Any payments that are to be made via credit card must be processed via PayPal using the links found on the payment pages of the website. Credit Card payments will not be accepted via email or fax.

Bank Deposits

Any payments made by customers via bank deposit shall be made into the nominated bank account. All transfer or payment fees shall be the responsibility of the customer. Any fees incurred as a result of an international transfer will be deducted from the amount credited to the nominated invoice. For this reason hotelmessenger.net recommends the use of credit card payments via the PayPal payment gateway.

Pricing

Prices quoted on the hotelmessenger.net website include Goods and Services Tax (GST) for customers that reside in Australia. All accounts for users outside of Australia will not be charged any tax as per Australian Taxation legislation.

The amount quoted is for a calendar month starting on the date the account was created. Free messages included as part of the plan do not hold any financial value and cannot be refunded, transferred or carried over to subsequent billing cycles.

Prices quoted for fax services are approximate only. The final cost is determined by several factors including duration of transmission, destination and number of pages. Charges may be incurred by the sending of messages regardless of whether the recipient receives the message.

30 Day Guarantee

hotelmessenger.net provides a 30 day money back guarantee. During the first 30 days after the account is created, the account holder is entitled to request a refund of monies paid. It is envisaged that this refund will be provided to the account holder within two business days after the request is made. The amount refunded will be no greater than payments received less the cost of any messages sent using the hotelmessenger.net website. The account holder agrees to waive the included message quota provided as part of the plan and all messages sent in the first 30 days will be billed at the standard message rate. Refunds will not be paid for any included messages provided under the account holders plan but not used during this time.