

## **Bragborough Hall Coach House Terms & Conditions, and Privacy Policy**

### **Terms & Conditions and Covid-19 Policy**

We are a family run business taking great pride in the quality and standard of The Coach House. We aim to provide a professional and friendly service to all our guests. We take care to ensure the Coach House is cleaned and prepared ready for your stay.

Please do not hesitate to contact us if there are any issues. If you wish to contact us please email [theteam@bragboroughhallcoachhouse.co.uk](mailto:theteam@bragboroughhallcoachhouse.co.uk)

Below are our terms and conditions which you are agreeing to when you stay at Bragborough Hall Coach House.

#### **Booking Conditions:**

Please note that all bookings are subject to confirmation.

#### **Payment:**

**Deposit** - A standard deposit of 20% of the total stay is required for the property. The balance is due 8 weeks prior to the start of your stay. For bookings made within 8 weeks of the start date, full payment is required on booking.

**Refundable Damage Deposit** - We charge a £100 refundable damage deposit per property. This is payable at the same time as the full payment.

**Payment** - is by the various payment methods offered when you book, and details will be sent to you upon booking.

All prices include electricity, heating, firewood, linen, towels and VAT.

We reserve the right to charge £25 for extra bedding and linen required over and above the amount required for the number of guests booked on the registration form.

Extra cleaning will be charged at £15.00 per hour in the exceptional circumstance that guests

leave the holiday homes and their contents in a state deemed unreasonable by the owners. This will be deducted from the damage deposit, as will any damages incurred to the property.

#### **Cancellation Policy:**

All cancellations must be immediately notified by telephone and then in writing. If you cancel your holiday more than 8 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 8 weeks prior to the holiday, then the full balance remains due and is not refundable.

We strongly advise that you take out comprehensive travel insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.

Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.

#### **Covid-19 Lockdown and Insurance:**

We know that many of you are concerned about having your holiday cancelled due to Covid-19



and Government restrictions. Please be assured that we will reschedule your holiday to next year in the event of you not being able to travel due to a lockdown in either your area or ours. We highly recommend that you take out travel insurance and we understand that there are policies which cover Covid-19 on the market now.

### **Guest Numbers:**

The number of people staying in Coach House must not exceed the stated number booked unless agreed in writing prior to your stay. Please let us know the required number of beds to be made up. We assume one double for a couple unless otherwise advised. We need written notification of any changes preferably a week before your arrival, but at least 24 hours prior to arrival.

### **Guest Requirements:**

Please advise us if you have any special requirements in writing before your arrival. These cannot be guaranteed.

**Upon Arrival:** We operate a self-check in service and the keys are accessible with a code which will be provided to you before you arrive. If you need to communicate with us, our email address is [theteam@bragboroughhallcoachhouse.co.uk](mailto:theteam@bragboroughhallcoachhouse.co.uk) and telephone numbers are provided for both the office and the owners before you arrive.

### **During your stay:**

- Should you need to communicate with us during your stay then we ask you to email or telephone where possible. Should a visit be necessary, we will socially distance from you and take all precautions necessary to keep everyone safe.
- We no longer provide board games as these are very difficult to properly clean.
- We are no longer able to provide magazines.

- We have not removed the books from our Holiday Homes, but we ask you to place the books you have read into the box provided.
- The information sheets in our welcome folder are in plastic sleeves and are cleaned before and after each stay.
- Our website holds a lot of information about places to visit.

### **On departure:**

- We require our guests to bag their used bed linen and towels using the black bin liners provided in the kitchen. (as a Covid precaution for our cleaning staff)
- We require the rubbish to be taken out to the bins prior to your departure.
- We also require the washing up to be loaded in the dishwasher and set on a hot wash before departure.

### **Responsibilities:**

Guests are responsible for the property, and you are expected to take good care of it and its contents.

We reserve the right to charge for replacement items or repairs for any damages or losses. Damages, breakages or losses must be reported to us as soon as possible.

Check in time is from 4 pm. Please let us know your estimated time of arrival.

Check out time is by 10 am. Please respect this as our housekeepers need time to organise the change-over.

No smoking is allowed in the Coach House.

### **Internet access including WIFI**

WIFI is available and the password will be given to you upon arrival.



By booking you agree that the internet connection will not be used for any illegal purpose including but not limited to spamming, hacking, downloading or uploading any data deemed illegal in the UK. You also accept that we have the right to terminate your access as any time.

### **Supervision:**

Children must be supervised at all times. There is no access to the farm unless previously agreed and only if accompanied by a member of staff.

## **Privacy Policy**

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed and stored by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we treat it.

### **Who we are**

“We” or “us” means Phipps Farm Partnership T/A Bragborough Hall Coach House. If you wish to contact us please email [theteam@bragboroughhallcoachhouse.co.uk](mailto:theteam@bragboroughhallcoachhouse.co.uk)

By contacting us, using our services or visiting our website, which is owned and controlled by us (“our site”), you are accepting and consenting to the practices described in this policy unless you inform us otherwise.

### **Information we collect from you**

We may collect and process the following data about you:

#### **Information you give us.**

You may give us information about you by filling in forms on our site or by corresponding with us by phone, e-mail or otherwise. This includes information you provide if you register to use our site, subscribe to our service, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey, and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, date of birth, financial information;

personal description; medical conditions; dependents’ personal information, next of kin details.

#### **Information we collect about you.**

With regard to visits to our site we may automatically collect the following information:

- technical information, including the Internet Protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

#### **Information we receive from other sources.**

We may receive information about you from third parties such as online travel agents or



booking engines. When that data is collected from you, you should be informed by those third parties at that stage that it may be shared internally by us and combined with data collected from multiple sources.

We also work with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

We also receive information about you from cookies.

### **Our Cookie Policy**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

You can find more information about the individual cookies we use and the purposes for which we use them below:

To enable online bookings, we use cookies provided by **Vrbo, TripAdvisor, Booking.com, Airbnb**. This list may alter without notice.

To enable us to monitor the usage of our website and the success of our marketing, we use **Google Analytics**, which uses a variety of cookies. These are used to track visitors and collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

If you would like to see a full up-to-date list of all cookies used by our website, you can use the following cookie-checking website <http://sitebeam.net/cookie-law/test-your-compliance/> (other cookie-checking websites are available)

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be



analytical/performance cookies or targeting cookies.

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

### **Recording customer details: how we use your information**

**To support NHS Test and Trace (which is part of the Department for Health and Social Care) in England, we have been mandated by law to collect and keep a limited record of staff, customers and visitors who come onto our premises for the purpose of contact tracing.**

By maintaining records of staff, customers and visitors, and sharing these with NHS Test and Trace where requested, we can help to identify people who may have been exposed to the coronavirus.

As a customer/visitor of Bragborough Hall Coach House you will be asked to provide some basic information and contact details.

The following information will be collected:

- the names of all customers or visitors, or if it is a group of people, the name of one member of the group
- a contact phone number for each customer or visitor, or for the lead member of a group of people
- date of visit and arrival time and departure time

The venue/establishment as the data controllers for the collection of your personal data, will be responsible for compliance with data protection legislation for the period of time it holds the

information. If that information is requested by the NHS Test and Trace service, the service would at this point be responsible for compliance with data protection legislation for that period of time.

The NHS Test and Trace service as part of safeguarding your personal data, has in place technical, organisational, and administrative security measures to protect your personal information that it receives from the venue/establishment, that it holds from loss, misuse, and unauthorised access, disclosure, alteration and destruction.

In addition, if you only interact with one member of staff during your visit, the name of the assigned staff member will be recorded alongside your information.

NHS Test and Trace have asked us to retain this information for 21 days from the date of your visit, to enable contact tracing to be carried out by NHS Test and Trace during that period. We will only share information with NHS Test and Trace if it is specifically requested by them.

For example, if another customer at the venue reported symptoms and subsequently tested positive, NHS Test and Trace can request the log of customer details for a particular time period (for example, this may be all customers who visited on a particular day or time-band, or over a 2-day period).

We may require you to pre-book appointments for visits or to complete a form on arrival.

Under government guidance, the information we collect may include information which we would not ordinarily collect from you and which we therefore collect only for the purpose of contact tracing. Information of this type will not be used for other purposes, and NHS Test and Trace will not disclose this information to any third party unless required to do so by law (for example, as a



result of receiving a court order). In addition, where the information is only collected for the purpose of contact tracing, it will be destroyed by us 21 days after the date of your visit.

However, the government guidance may also cover information that we would usually collect and hold onto as part of our ordinary dealings with you (perhaps, for example, your name, date of birth and phone number). Where this is the case, this information only will continue to be held after 21 days and we will use it as we usually would, unless and until you tell us not to.

Your information will always be stored and used in compliance with the relevant data protection legislation.

The use of your information is covered by the General Data Protection Regulations Article 6 (1) (c) – a legal obligation to which we as a venue/establishment are subject to. The legal obligation to which we're subject, means that we're mandated by law, by a set of new regulations from the government, to co-operate with the NHS Test and Trace service, in order to help maintain a safe operating environment and to help fight any local outbreak of corona virus.

Your personal data is not transferred outside of the UK, the EU or to anywhere else.

By law, you have a number of rights as a data subject, such as the right to be informed, the right to access information held about you and the right to rectification of any inaccurate data that we hold about you.

You have the right to request that we erase personal data about you that we hold (although this is not an absolute right).

You have the right to request that we restrict processing of personal data about you that we hold in certain circumstances.

You have the right to object to processing of personal data about you on grounds relating to your particular situation (also again this right is not absolute).

If you are unhappy or wish to complain about how your information is used, you should contact a member of staff in the first instance to resolve your issue.

If you are still not satisfied, you can complain to the Information Commissioner's Office. Their website address is [www.ico.org.uk](http://www.ico.org.uk).

The data protection officer in charge of data protection duties of Bragborough Hall Coach House is Libby Parratt.

We keep our privacy notice under regular review, and we will make new versions available on our privacy notice page on website.

### **Uses made of the information**

We use information held about you in the following ways:

#### **Information you give to us.**

We will use this information to:

- notify you about changes to our service;
- ensure that content from our site is presented in the most effective manner for you and for your device.

Where you have indicated to us that you are happy for us to do so, we may also use this information to:

- provide you with information about other services we offer that are similar to those that you have already enquired about or receive from us; and
- provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an



existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please leave the relevant box blank situated on the form on which we collect your data.

### **Information we collect about you.**

Examples of how we will use this information includes (but is not limited) to;

- administer our services, and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- improve our site to ensure that content is presented in the most effective manner for you and for your device;
- allow you to participate in interactive features of our services, when you choose to do so;
- keep our services, site and premises safe and secure;
- measure or understand the effectiveness of our service.

### **Information we receive from other sources.**

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

### **Disclosure of your information**

You agree that we can share your personal information with:

- our suppliers and sub-contractors for the performance of any contract we enter into with them to allow us to provide services to you, and only where they are under a duty to deal with your personal data in accordance with the law; and
- anonymously, with analytics and search engine providers that assist us in the improvement and optimisation of our site or business.

We use third party processors and as such may share your information with them. The processing of this information will be in line with the third party's privacy policy. The third-party processors we use are as follows:

- Our web host, and other 3rd parties such as mentioned above.

We will disclose your personal information to third parties:

- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms and conditions of supply of services and other agreements; or to protect the rights, property, or our safety, the safety of our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

### **Where we store your personal data**

The data that we collect from you may be transferred to and stored at a destination outside the European Economic Area. By providing us with your personal data, you agree to this transfer, storing and/or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.



All information you provide to us is stored on our secure servers or on secure servers operated by a third party.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **Your rights**

You have the right to ask us not to process your personal data for marketing purposes. We will ask for your permission before collecting your data if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. If you have given us permission to disclose information about you to a third party, you may revoke that permission at any time by contacting us.

You have the right (subject to certain restrictions) to request any of the following; we ask that you send such requests to our contact details as listed above:

- **Access** – to access all the personal data we hold about you;
- **Erasure** – that we erase all personal data we hold about you, if that data is no longer being used for the purposes you have consented to or if you revoke your consent;
- **Portability** – to copy or transfer the personal data we hold about you to another party.

Our site may, from time to time, contain links to and from the websites of our partner networks,

advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

### **Data retention**

We will not store your data for any longer than is necessary. If you are a user of our services, then your information will be held for as long as you continue to use our services.

If you cease to use our service, your personal data will be anonymised for statistical purpose shortly after you stop using our services.

### **Changes to our privacy policy**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

