

Privacy Policy

Website Terms and Conditions

(1) Introduction

These terms and conditions (the "Website Terms") govern your use of this website, which is operated by and on behalf of Mango Hotels (Gypsy Corner) Limited. By using our website, you accept these Website Terms in full. If you disagree with any of these Website Terms, you must not use our website.

The content and information displayed on this website is the property of Mango Hotels (Gypsy Corner) Limited and/or its associated or subsidiary companies. The downloading, reproduction or retransmission of Mango Hotels (Gypsy Corner) Limited, other than for non-commercial, individual use is strictly prohibited.

(2) Licence to use website

The information contained in this website has been prepared solely for the purpose of providing information about Mango Hotels (Gypsy Corner) Limited and the services that it offers. Unless otherwise stated, we or our licensors own the intellectual property rights and material published through the website. Subject to the licence below, title to all of these intellectual property rights are reserved Mango Hotels (Gypsy Corner) Limited or its licensors.

You may view, download for caching purposes only, and print pages from the website for your own personal use, subject to the restrictions set out below and elsewhere in these terms and conditions.

You must not:

- (a) republish material from this website (including republication on another website);
- (b) sell, rent or sub-license material from the website;
- (c) show any material from the website in public;
- (d) reproduce, duplicate, copy or otherwise exploit material on our website for a commercial purpose;
- (e) edit or otherwise modify any material on the website; or
- (f) redistribute material from this website.

(3) General Terms of Use

No warranties and/or representations of any kind, express or implied, are given as to the compliance of the information shown on this website, the services offered by or on behalf of us, any information relating to such services and/or our business in any respect with any laws of any other country. Such laws do not, in any event, affect or apply to the same.

If any exclusion(s) or limitation(s) contained in these Website Terms is found, in whole or part, to be unlawful or for any other reason unenforceable, that exclusion(s) or limitation(s) or the part(s) in question shall be deemed severable and omitted from these Website Terms for that purpose / those purposes. Such omission shall not affect the validity, effectiveness or enforceability of the other provisions of these Website Terms.

Nothing on this website constitutes an offer on our part. The matters detailed constitute an invitation to you to make an offer to us on the stated terms to purchase products or services that we feature. We may accept or decline any such offer. All arrangements featured or referred to are at all times, prior to specific confirmation, subject to availability and no warranties, promises or representations are given as to availability.

The website contains information on Mango Hotels (Gypsy Corner) Limited Hotel's products and services, not all of which are available in every location.

You agree that you will make only legitimate reservations in good faith for use by you and your invited guests only, and not for other purposes, including without limitation, reselling, assigning without authorisation or posting on third party websites, or making speculative, false or fraudulent reservations, or any reservation in anticipation of demand.

It is a condition of your use of this website that you warrant to us that you will not use it or any information on it for any purpose that is illegal or prohibited by these Website Terms.

You warrant that you are a minimum of 18 years old and have the legal authority to use this website in accordance with these Website Terms. You agree to be financially responsible for all charges, fees and other sums of whatever nature which arise out of your use of this website.

This website may provide you with the ability to use usernames, passwords, or other codes or devices to gain access to restricted portions of this website ("access codes").

We reserve the right to prohibit the use of such access codes on your behalf by third parties where we determine that such use interferes with our website's operation or results in commercial benefits or other entities to our detriment.

Our website uses cookies. By using our website and agreeing to these Website Terms, you consent to our use of cookies in accordance with the terms of our privacy policy.

With respect to all communications you make to Holiday Inn London-West regarding Holiday Inn London-West including but not limited to feedback, questions, comments, suggestions and the like: (a) you shall have no right of confidentiality in your communications and Mango Hotels (Gypsy Corner) Limited shall have no obligation to keep those communications confidential; (b) Mango Hotels (Gypsy Corner) Limited shall be free to reproduce, use, disclose and distribute your communications to others without limitation; and (c) Mango Hotels (Gypsy Corner) Limited shall be free to use any ideas, concepts, know-how, content or techniques contained in your communications for any purpose whatsoever, including but not limited to the development, production and marketing of products and services that incorporate such information. The above is limited only by our commitment and obligations pertaining to your personal information (for more information, please see our Privacy Policy).

If you choose to leave this website via links to other non- Mango Hotels (Gypsy Corner) Limited websites, including those of advertisers, Mango Hotels (Gypsy Corner) Limited are not responsible for the privacy policies of those sites or the cookies those sites use. In addition, because Mango Hotels (Gypsy Corner) Limited has no control over such websites and resources, you acknowledge and agree that Mango Hotels (Gypsy Corner) Limited is not responsible for the availability of such external websites or resources, and does not endorse and is not responsible or liable for any content.

(4) Mango Hotels (Gypsy Corner) Limited PRIVACY POLICY

OUR COMMITMENT

As our valued guest (hereinafter "You"), we value your commitment to **Mango Hotels (Gypsy Corner) Limited** hotels

Our first priority is to offer You exceptional stays at our hotels and we recognise that your privacy forms part of our commitment to our guests. Our Guest Privacy Policy is outlined below which describes how **Mango Hotels (Gypsy Corner) Limited** operated hotels use your personal information in accordance with the Data Protection Act (1998).

CONSENT TO THIS HOTEL GUEST PRIVACY POLICY

Please read our Guest Privacy Policy carefully before providing us with any of your "Personal Information" (hereinafter referred to as "PI"), i.e. any information collected and recorded in any format that identifies You personally, whether directly (e.g. name) or indirectly (e.g. phone number).

This Hotel Guest Privacy Policy is part of **Mango Hotels (Gypsy Corner) Limited** terms and conditions governing our hotel services. By accepting said terms and conditions, You expressly consent to this Guest Privacy Policy.

Mango Hotels (Gypsy Corner) Limited operated hotels may use Your PI for marketing purposes. If required by applicable law, You will be requested to give Your prior express consent to receive such marketing materials.

WHAT PERSONAL INFORMATION IS COLLECTED BY Mango Hotels (Gypsy Corner) Limited?

As a guest at a **Mango Hotels (Gypsy Corner) Limited** owned and/or managed hotel, You may be asked, at various times, to provide PI about Yourself and Your family members, such as:

- Contact information, e.g. name, telephone numbers, e-mail addresses, postal addresses, etc;
- Other personal details: date of birth; nationality,
- Children Information: name, birth date and age;
- Credit card details (only in transactional related system)
- Membership card numbers of any loyalty program or any membership number of frequent flyer or any **Mango Hotels (Gypsy Corner) Limited** Partner. This may include but is not limited to, IHG Rewards Club.
- Your dates of arrival and departure/visit from our hotels;
- Your preferences and interests, e.g. smoking or non-smoking room, preferred location of Your room (low floor, high floor, etc.), type of bed, preferred newspaper, sports and cultural interests;
- Any questions/comments You may have during or after Your stay in one of our hotels.

We do not knowingly collect PI from children under the age of 18, except name, date of birth and nationality as provided directly by an adult on their behalf or with adult's permission. Please make sure that Your children do not provide us with any PI without Your permission, e.g. online. If You believe Your child has submitted PI to us, please contact us so that we can delete such PI.

Generally, we do not knowingly collect sensitive information such as racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health or sex life details.

In addition, depending on the applicable law, other data than those listed above may also be considered as sensitive data: credit card number, leisure habits, personal activities and hobbies, cultural habits, smoker/ non-smoker status, etc. However, we may need to collect such data which may be considered as sensitive, to satisfy Your request or provide You with specific services such as specific diet or any disability access facilities. In such case, if required by applicable law, we will ask You to expressly consent that we collect and process such sensitive information.

WHEN IS MY PERSONAL INFORMATION COLLECTED?

PI may be collected in certain circumstances including without limitation as follows:

Hospitality activities such as:

- Booking of an hotel room;
- Check in and check out;
- Consumption during a stay in an hotel as tracked through room charges;
- Claims, requests and/or disputes.
- Participation in marketing programs:
- Registering with loyalty programs;
- Contribution to guests surveys and/or comments (e.g. "Guest Satisfaction Survey", "Contact us"; "Guests comments"; "
- Contests;
- Subscription to newsletters, to receive e-mail offers or promotions.
- Provision of information by third party service providers:
- Tour operators, travel agencies, GDS reservation systems, others,
- Internet activities:
- Connection to any **Mango Hotels (Gypsy Corner) Limited** websites (IP address, session cookies and Google Universal Analytics)
- Fill in of an online collection form (e.g. online bookings, questionnaire, forms)

WHAT ARE THE PURPOSES?

We use Your PI for the following purposes:

- To manage Your reservation and booking:
- To book and reserve hotel rooms and requested accommodation;
- To establish and maintain business records and comply with accounting requirements;
- For back office processing; including managing a list of undesirable guests, further to a non-payment, or to improper behaviour, etc.
- To manage Your stay at the hotel:
- To track consumption (telephone, bar, Internet, pay TV...);
- To access rooms.

To improve our hospitality services, including:

- To process Your PI in the **Mango Hotels (Gypsy Corner) Limited** Clients Relationship Management (CRM) program;
- To better understand Your needs and requests;
- To tailor our products and services to better suit Your desires.
- To send You newsletters, promotions and marketing material or contact you about tourism, hospitality or services, hotel promotions, or about **Mango Hotels (Gypsy Corner) Limited** partners.
- You can choose to unsubscribe from our Email Newsletters service by clicking a link in one of our email newsletters.
- To improve our services, including:
- To conduct surveys and analyse guests' questionnaires and comments and activity patterns

- To manage guests' complaints.
- To let you benefit from our loyalty program
- To secure and improve Your use of Internet websites, including:
- To improve website navigation and;
- To implement security and fraud prevention means.
- To comply with local regulations (e.g. retention of business or accounting documents).

SHARING OF YOUR PERSONAL INFORMATION

At **Mango Hotels (Gypsy Corner) Limited**, we wish to offer you the same level of service and hospitality across all our owned and managed properties across the UK. To this end, subject to Your rights set forth below, we may have to share Your PI with internal or external recipients in the following ways:

The **Mango Hotels (Gypsy Corner) Limited** estate: we may share Your PI with any **Mango Hotels (Gypsy Corner) Limited** owned or managed entity or authorized individuals who need to access Your PI to provide You with the requested services or in the context of an action as a consequence of You providing such PI.

This may include (but is not limited to)

- **Mango Hotels (Gypsy Corner) Limited** Management Team employees
- Reservation Staff using **Mango Hotels (Gypsy Corner) Limited** reservation tools;
- Information Technology, commercial partnership and marketing departments;
- Medical services, if any;
- Legal Department, if necessary
- Any relevant individuals of the **Mango Hotels (Gypsy Corner) Limited** entities for specific categories of data.
- External service providers and partners: we may share Your PI with third parties for providing You with the requested services and improving Your stay with us: Third party service providers: IT subcontractors , commercial Partners, local authorities – internal investigations: we may also share information with local authorities if required by local law or as part of internal investigations within the **Mango Hotels (Gypsy Corner) Limited** estate in compliance with local regulations.

INTERNATIONAL TRANSFERS

We may transfer Your PI to recipients, internal or external, which may be located in countries with different levels of PI protection.

Therefore, in addition to the implementation of the present Hotel Guest Privacy Policy, **Mango Hotels (Gypsy Corner) Limited** Hotels implements appropriate measures, including contractual clauses, to secure transfer of Your PI to any **Mango Hotels (Gypsy Corner) Limited** Hotels entity or external recipient located in a country with a level of protection different from the one existing in the country in which the PI is collected.

DATA SECURITY

Mango Hotels (Gypsy Corner) Limited takes appropriate technical and organisational measures, in accordance with local law requirements, to protect Your PI against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access. To this

end, we have implemented technical measures such as firewalls and organisational measures such as a login/efficient password system, physical protection, etc.

You may have to enter Your credit card details to complete Your reservations; in such event, **Mango Hotels (Gypsy Corner) Limited** uses Secure Socket Layer (SSL) technology to encrypt such PI.

DATA STORAGE

We will store Your PI only for the time necessary for the purposes stated in this Hotel Guest Privacy Policy, or as permitted by the applicable law.

ACCESS AND MODIFICATION

You have the right to access, modify or delete Your PI.

You can also object to the processing of Your PI as described in this Hotel Guest Privacy Policy provided that You have legitimate reasons.

However, please note that if You object, we may in certain circumstances be unable to provide You with the service requested.

If You wish to exercise Your rights on Your PI held by a specific hotel, then You must contact the hotel directly.

To object to the processing of Your PI for marketing purposes or if You encounter any problem when exercising Your rights, You can contact the Director of Sales and Marketing contactable on Tel:+44 (0) 208 753 . In the interests of protecting the privacy of all the Holiday Inn London West's guests, we will need to identify You properly prior to responding to Your request. To this end, we may request a copy of a valid identification paper such as a current driver's license, identity card or passport.

If Your PI is not accurate, complete or up to date, please provide the hotel's Dpt. Data Privacy with Your request for correction. Any requests for correction will be dealt with as soon as practicable or in compliance with applicable law at the contact details outlined above.

UPDATES

We may amend this Hotel Guest Privacy Policy from time to time as indicated below.

Therefore, we invite You to read this Hotel Guest Privacy Policy regularly and in any event when making a reservation in one of our Hotels. This Hotel Guest Privacy Policy was last updated in August 2014.

GUEST PRIVACY & DATA COLLECTION

OUR COMMITMENT

Our first priority is to offer you exceptional stays at our hotel and we recognise that your privacy forms part of commitment to our guests.

At Holiday Inn London-West we will ensure your personal information (PI) is a fairly and lawfully processed, for limited purpose, adequate, relevant and not excessive. We will take all reasonable measures to ensure that the PI that we have stored is accurate, secure, up to date and not kept longer than necessary. Your PI is processed in accordance with the individual's rights and we will collect and process.

By including your details, we will use data to both improve our hospitality services and to send you newsletters, promotions and marketing material or contact you about tourism, hospitality or services or hotel promotions.

UNSUBSCRIPTION

You can choose to unsubscribe from our email newsletters service by clicking a link in one of our email newsletters or relevant box on paper forms.

SHARING OF YOUR PERSONAL INFORMATION

At Holiday Inn London-West, we do not share your data with any third party providers.

QUESTIONS/CONTACT

If you have any questions about this policy or how we process your PI in general, please contact us at the details as below:

0044 (0) 208 753 0800 or at
Director of Sales and Marketing,
Holiday Inn London-West
4 Portal Way,
Gypsy Corner,
London, W3 6RT

(5) Acceptable use

You must not use this website in any way that causes, or may cause, damage to the website or impairment of the availability or accessibility of the website; or in any way which is unlawful, illegal, fraudulent or harmful, or in connection with any unlawful, illegal, fraudulent or harmful purpose or activity.

You must not use any device, software or technique to interfere or attempt to interfere with the proper working of our website, and you will not take any action that imposes an unreasonable or disproportionately large load on our infrastructure. In addition, you must not use any robot, spider, other automatic device, or manual process to monitor or copy our web pages or the content contained herein, without the prior express written consent from an authorized Mango Hotels (Gypsy Corner) Limited representative (such consent is deemed given for standard search engine technology employed by Internet search web sites to direct Internet users to this website).

You must not use our website to copy, store, host, transmit, send, use, publish or distribute any material which consists of (or is linked to) any spyware, computer virus, Trojan horse, worm, keystroke logger, rootkit or other malicious computer software.

You must not conduct any systematic or automated data collection activities (including without limitation scraping, data mining, data extraction and data harvesting) on or in relation to our website without our express written consent.

You must not use our website for any purposes related to marketing without our express written consent.

(6) Limited warranties

We make no warranty that this website (or any websites linked to this website) is free from technical errors, computer viruses or any other malicious or impairing computer programs.

We do not warrant the completeness or accuracy of the information published on this website; nor do we commit to ensuring that the website remains available or that the material on the website is kept up-to-date.

Mango Hotels (Gypsy Corner) Limited reserve the right to make changes, corrections, cancellations and/or improvements to Mango Hotels (Gypsy Corner) Limited Information, and to the products and programs described in such information, at any time without notice, including after confirmation of a transaction.

The information contained on this website may contain technical, typographic and other errors including but not limited to inaccuracies relating to pricing or availability applicable to your transaction. Mango Hotels (Gypsy Corner) Limited shall not assume responsibility or liability for any such inaccuracies, errors or omissions, and shall have no obligation to honour reservations or information affected by such inaccuracies. We have the right to change the prices featured or mentioned on any website owned and managed by Mango Hotels (Gypsy Corner) Limited at any time without prior notice.

If any price is obviously incorrect, we will not be bound by it. We accept no responsibility for keeping the information on these pages up to date or liability for failure to do so. You should check all details of your chosen arrangements with us by telephone, email or fax at the time of booking.

(7) Limitations and exclusions of liability

To the maximum extent permitted by applicable law, we exclude liability for any representations, warranties or conditions implied in relation to this website and the use of this website (including, without limitation, any warranties implied by law in relation to merchantability, fitness for a particular purpose or non-infringement. By accessing this website you agree that Mango Hotels (Gypsy Corner) Limited will not be liable for any special, indirect or consequential loss arising from the use of the information and material contained in this website or from your access of other material on the internet via web links from this website.

Nothing in these Website Terms will: (a) limit or exclude our or your liability for death or personal injury resulting from negligence; (b) limit or exclude our or your liability for fraud or fraudulent misrepresentation; (c) limit any of our or your liabilities in any way that is not permitted under applicable law; or (d) exclude any of our or your liabilities that may not be excluded under applicable law.

The limitations and exclusions of liability set out in these Website Terms govern all liabilities arising in relation to the subject matter of the Website Terms, including liabilities arising in contract, in tort (including negligence) and for breach of statutory duty.

To the extent that the website and the information and services on the website are provided free-of-charge, we will not be liable for any loss or damage of any nature.

We will not be liable to you in respect of any losses arising out of any event or events beyond our reasonable control.

We will not be liable to you in respect of any business losses, including (without limitation) loss of profits, income, revenue, use, production, anticipated savings, business, contracts, commercial opportunities or goodwill.

We will not be liable to you in respect of any loss or corruption of any data, database or software.

The limitations and exclusions of liability in this clause will apply whether or not the liability in question arises out of any reckless, deliberate, personal and/or repudiatory conduct or breach of contract.

(8) Indemnity

You hereby indemnify us and undertake to keep us indemnified against any losses, damages, costs, liabilities and expenses (including without limitation legal expenses and any amounts paid by us to a third party in settlement of a claim or dispute on the advice of our legal advisers) incurred or suffered by us arising out of any breach by you of any provision of these Website Terms.

(9) Breaches of these Website Terms

Without prejudice to our other rights under these Website Terms, if you breach these Website Terms in any way, we may take such action as we deem appropriate to deal with the breach, including suspending your access to the website, prohibiting you from accessing the website, blocking computers using your IP address from accessing the website, contacting your internet service provider to request that they block your access to the website and/or bringing court proceedings against you.

(10) Variation

We may revise these Website Terms from time-to-time. Revised terms and conditions will apply to the use of our website from the date of their publication on our website. Please check this page regularly to ensure you are familiar with the current version.

(11) Assignment

We may transfer, sub-contract or otherwise deal with our rights and/or obligations under these Website Terms without notifying you or obtaining your consent.

You may not transfer, sub-contract or otherwise deal with your rights and/or obligations under these Website Terms.

(12) Severability

If a provision of these Website Terms is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions will continue in effect. If any unlawful and/or unenforceable provision would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect.

(13) Exclusion of third party rights

These Website Terms are for the benefit of you and us, and are not intended to benefit any third party or be enforceable by any third party. The exercise of our and your rights in relation to these Website Terms is not subject to the consent of any third party.

(14) Entire agreement

These Website Terms, together with our privacy policy, constitute the entire agreement between you and us in relation to your use of our website, and supersede all previous agreements in respect of your use of this website.

(15) Law and jurisdiction

These Website Terms will be governed by and construed in accordance with law in England, and any disputes relating to these Website Terms and conditions will be subject to the non-exclusive jurisdiction of the courts of England.

(16) Our details

The full name of our company is Mango Hotels (Gypsy Corner) Limited. The registered office is Mango Hotels (Gypsy Corner) Limited, 90 High Holborn, London WC1U 6XX. Registered in England: Reg. No 04443978 VAT No 796 3666 67. You can contact us by telephone on 0208 7530800.