



WHITMEAD

FOREST PARK

2010 Accommodation Prices
Terms & Conditions

Fabulous holiday setting in the idyllic Forest of Dean

Weekend, midweek and full-week breaks
Log cabins, apartments, caravans, camping

2010 Accommodation Prices

	Premier Apartment						Deluxe Log Cabin					
	Weekend		Mid - Week		Week		Weekend		Mid - Week		Week	
	CSMA Club	Public	CSMA Club	Public	CSMA Club	Public	CSMA Club	Public	CSMA Club	Public	CSMA Club	Public
22 Jan – 11 Feb	£198	£228	£156	£192	£354	£420	£201	£252	£164	£208	£365	£460
12 Feb – 21 Feb	£261	£327	£320	£388	£581	£715	£279	£345	£332	£400	£611	£745
22 Feb – 1 April	£231	£291	£228	£276	£459	£567	£261	£327	£256	£308	£517	£635
2 Apr – 15 Apr	£387	£486	£508	£612	£895	£1,098	£438	£546	£552	£660	£990	£1,206
16 Apr – 29 Apr	£225	£282	£244	£292	£469	£574	£279	£345	£292	£348	£571	£693
30 Apr – 2 May	£276	£342	3 Day Weekend Break Only				£294	£366	3 Day Weekend Break Only			
3 May – 27 May	£255	£321	£248	£300	£503	£621	£279	£345	£300	£356	£579	£701
28 May – 6 June	£414	£513	£508	£608	£922	£1,121	£438	£546	£544	£648	£982	£1,194
7 June – 24 June	£321	£396	£316	£376	£637	£772	£342	£429	£340	£412	£682	£841
25 June – 22 July	£324	£402	£336	£400	£660	£802	£381	£474	£368	£444	£749	£918
23 July – 2 Sep	£438	£543	£568	£684	£1,006	£1,227	£465	£579	£604	£720	£1,069	£1,299
3 Sep – 23 Sep	£231	£291	£284	£340	£515	£631	£288	£360	£304	£364	£592	£724
24 Sep – 21 Oct	£219	£276	£252	£300	£471	£576	£261	£324	£260	£312	£521	£636
22 Oct – 31 Oct	£261	£327	£308	£368	£569	£695	£291	£363	£320	£384	£611	£747
1 Nov – 19 Dec	£177	£225	£160	£192	£337	£417	£204	£252	£160	£192	£364	£444
22 Dec – 28 Dec	6 Days (Weds - Tues)				£756	£948	6 Days (Weds - Tues)				£786	£978
28 Dec – 2 Jan	5 Days (Tues - Sun)				£680	£845	5 Days (Tues - Sun)				£710	£885

	Deluxe Plus Log Cabin						Deluxe Three Bedroom					
	Weekend		Mid - Week		Week		Weekend		Mid - Week		Week	
	CSMA Club	Public	CSMA Club	Public	CSMA Club	Public	CSMA Club	Public	CSMA Club	Public	CSMA Club	Public
22 Jan – 11 Feb	£237	£297	£208	£244	£445	£541	£261	£327	£228	£276	£489	£603
12 Feb – 21 Feb	£318	£393	£364	£436	£682	£829	£321	£399	£384	£460	£705	£859
22 Feb – 1 April	£288	£357	£300	£356	£588	£713	£309	£381	£304	£364	£613	£745
2 Apr – 15 Apr	£471	£588	£600	£716	£1,071	£1,304	£471	£588	£588	£704	£1,059	£1,292
16 Apr – 29 Apr	£294	£366	£296	£356	£590	£722	£309	£381	£300	£356	£609	£737
30 Apr – 2 May	£327	£408	3 Day Weekend Break Only				£336	£420	3 Day Weekend Break Only			
3 May – 27 May	£312	£384	£304	£364	£616	£748	£324	£405	£316	£376	£640	£781
28 May – 6 June	£471	£588	£600	£716	£1,071	£1,304	£480	£600	£592	£708	£1,072	£1,308
7 June – 24 June	£384	£480	£404	£480	£788	£960	£387	£486	£404	£484	£791	£970
25 June – 22 July	£240	£525	£464	£560	£884	£1,085	£423	£525	£444	£528	£867	£1,053
23 July – 2 Sep	£507	£636	£664	£800	£1,171	£1,436	£504	£630	£660	£792	£1,164	£1,422
3 Sep – 23 Sep	£324	£402	£344	£416	£668	£818	£333	£417	£360	£432	£693	£849
24 Sep – 21 Oct	£291	£363	£316	£380	£607	£743	£291	£363	£320	£388	£611	£751
22 Oct – 31 Oct	£324	£402	£364	£440	£688	£842	£336	£417	£376	£456	£712	£873
1 Nov – 19 Dec	£231	£285	£192	£236	£423	£521	£246	£306	£220	£264	£466	£570
22 Dec – 28 Dec	6 Days (Weds - Tues)				£828	£1,020	6 Days (Weds - Tues)				£906	£1,134
28 Dec – 2 Jan	5 Days (Tues - Sun)				£760	£955	5 Days (Tues - Sun)				£785	£980

Please Note:

Weekend Breaks are from Friday, 3.00pm to Monday, 10.00am

Mid-Week Break are from Monday, 3.00pm to Friday, 10.00am

To book call **0845 345 3425** or visit whitemead.co.uk for more information

2010 Accommodation Prices continued

	The Bungalow Three Bedroom					
	Weekend		Mid - Week		Week	
	CSMA Club	Public	CSMA Club	Public	CSMA Club	Public
22 Jan – 11 Feb	£303	£372	£276	£328	£579	£700
12 Feb – 21 Feb	£366	£453	£404	£480	£770	£933
22 Feb – 1 April	£339	£420	£340	£732	£679	£1,152
2 Apr – 15 Apr	£513	£639	£640	£768	£1,153	£1,407
16 Apr – 29 Apr	£348	£435	£388	£468	£736	£903
30 Apr – 2 May	£378	£474	3 Day Weekend Break Only			
3 May – 27 May	£324	£402	£396	£476	£720	£878
28 May – 6 June	£510	£639	£640	£768	£1,150	£1,407
7 June – 24 June	£432	£537	£456	£544	£888	£1,081
25 June – 22 July	£471	£585	£468	£560	£939	£1,145
23 July – 2 Sep	£549	£690	£720	£864	£1,269	£1,554
3 Sep – 23 Sep	£375	£468	£428	£512	£803	£980
24 Sep – 21 Oct	£339	£420	£404	£484	£743	£904
22 Oct – 31 Oct	£372	£465	£428	£512	£800	£977
1 Nov – 19 Dec	£279	£345	£260	£308	£539	£653
22 Dec – 28 Dec	6 Days (Weds - Tues)				£996	£1,242
28 Dec – 2 Jan	5 Days (Tues - Sun)				£865	£1,080

2010 Pitch Prices

	CSMA Club Members						Public					
	Caravan Pitch			Tent Pitch			Caravan Pitch			Tent Pitch		
	Fri & Sat	Sun - Thu	Daily	Fri & Sat	Sun - Thu	Daily	Fri & Sat	Sun - Thu	Daily	Fri & Sat	Sun - Thu	Daily
22 Jan – 11 Feb	£20.50	£18.00		£16.50	£13.00		£28.00	£23.00		£20.00	£16.50	
12 Feb – 21 Feb			£24.50			£19.00			£33.00			£24.00
22 Feb – 1 April	£21.00	£18.00		£17.00	£13.00		£28.00	£23.00		£20.50	£16.50	
2 Apr – 15 Apr			£26.50			£20.00			£34.00			£25.00
16 Apr – 29 Apr	£21.00	£18.00		£17.00	£13.00		£28.00	£23.00		£20.50	£16.50	
30 Apr – 2 May			£27.50			£20.50			£35.00			£25.00
3 May – 27 May	£21.50	£18.00		£17.50	£13.00		£29.00	£23.00		£21.00	£16.50	
28 May – 6 June			£28.50			£21.50			£36.00			£24.00
7 June – 22 July	£21.50	£18.00		£17.50	£13.00		£28.00	£23.00		£21.00	£16.50	
23 July – 2 Sep			£30.50			£24.50			£38.00			£31.00
3 Sep – 21 Oct	£21.50	£18.00		£17.50	£13.00		£28.00	£23.00		£21.00	£16.50	
22 Oct – 31 Oct			£24.50			£19.00			£33.00			£24.00
1 Nov – 21 Dec	£20.50	£18.00		£16.50	£13.00		£28.00	£23.00		£20.00	£16.50	
22 Dec – 28 Dec			£28.00			£19.00			£33.00			£27.00
28 Dec – 2 Jan			£38.00			£31.00			£43.00			£35.00

Please Note:

All pitch prices are per night

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Whitemead Forest Park

Terms & Conditions

For the purposes of these terms and conditions "CSMA Club", "our", "us" and "we" means the CSMA Club which is a trading name of Motoring & Leisure Services Limited.

For the purposes of these terms and conditions "you" means any party entering the terms and conditions for the provision of booking accommodation or pitches.

Whitemead Forest Park is a family complex. Our guests' enjoyment and safety is paramount and therefore we ask you read the following terms and conditions, combined with our code of conduct, before you make your booking as they do form part of your booking contract. Peak periods include Bank Holidays and School Holidays.

If you are entering into this agreement as a consumer that is, a natural person acting for purposes outside your trade, business or profession, you have additional protections. We have set these out in Clause 13

Definitions

"Bank Holidays" – any day in England on which the banks are closed for business.

"School Holidays" – any holiday which coincides with a period of time from which schools are closed and declared as a School Holiday by us.

1. Bookings

1. You must pay a non-refundable deposit of 25% of the total holiday cost (with a minimum of £10). This is required at the time of making your reservation.

2. The balance due date will be identified on your deposit confirmation letter. The balance will then be payable by you 6 (six) weeks before the start date of your holiday.

3. If payment is not received by the balance due date your booking will be cancelled.

4. Reservations made within 6 (six) weeks of the arrival date must be paid in full at the time of booking.

5. Prices quoted include VAT at the current rate. We reserve the right to amend our VAT rate should the VAT rate change.

6. All bookings are provisionally reserved until we send to you written confirmation of the reservation. You will receive an acknowledgement email if you reserve a booking online confirming we have received your provisional booking. Please note this will not mean that we have accepted your booking

7. Upon payment of your deposit we will send you written confirmation to include details of:

- a) your holiday dates;
- b) deposit paid;
- c) type of accommodation booked;
- d) number of people;
- e) outstanding balance information.

8. The contract between us, will only be formed once we have received your deposit and have sent to you the written confirmation.

9. It is your responsibility to check this information on receipt of the written confirmation and advise us immediately if anything is incorrect.

10. Any amendments or alterations to the booking may be made within 14 days of the Booking Date, without charge (Amendments).

11. Cancellations within 14 days of the Booking Date will be charged in line with the cancellation policy and are not classed as Amendments.

12. We will forward a copy of the code of conduct with your deposit and confirmation letter. This code of conduct forms the rules of the complex and failure to comply with the code of conduct by any member of your party will result in a breach of these terms and conditions. Any person in breach of the code of conduct and these terms and conditions will be asked to leave. In such circumstances no refunds or compensation relating to unused accommodation will be given. The code of conduct has been established in order that all our visitors get maximum enjoyment from their stay. Failure to comply may result in financial penalties, refusal of further bookings or expulsion from CSMA Club.

13. Amendments to your holiday booking 14 days after the booking date will incur a charge of £15, this is the cost to us for making any amendments to the booking.

14. Change of dates will be viewed as a cancellation of your original booking and will not automatically be transferable; cancellation charges will be applied.

15. We are a family complex, catering for families and couples, and do not accept bookings from all male or all female parties of 3 or more persons without prior permission from management and for which conditions

16. Payments may be made by Visa, MasterCard, Maestro, Switch, Solo and Delta. If you wish to pay by cheque, cheques should be made payable to Motoring & Leisure Services Ltd. Cheques must be received within 7 days of the booking date for deposits.

17. No accommodation may be occupied by more persons than stated total occupancy levels. Pitches may not be occupied by more than six persons.

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18. Only the members of the party named in the booking are entitled to occupy the accommodation or pitch.

19. Accommodation is available from 3pm and pitches from 2pm on the start date of your holiday. Departure time for units is 10am and for pitches 11am. Please note that accommodation and pitches not vacated by the advised time will incur a further daily charge at the tariff rate. Please inform us in advance if your arrival time is expected to be after 8pm on your arrival date.

2. Late Payments

Interest on late payments will be charged at 4% above the Royal Bank of Scotland base rate, in addition to debt recovery costs. You must raise any queries relating to an invoice must be made within seven days of receipt of the invoice and should not delay the payment of any other amounts due and payable.

3. Cancellation

1. If you are compelled to cancel your holiday you should notify us by telephone on 0845 345 3425 and follow this with confirmation in writing, or by fax to 01594 564174 or by e-mail enquiries@whitemead.co.uk

2. This communication must come from the person who made the booking and will not be acted upon until received in writing.

3. If you cancel 6 (six) weeks or more before your holiday date your deposit will not be refunded,

4. Should you cancel within the 6 week period before your holiday date you will forfeit your deposit and we will charge you £50 (fifty pounds).

5. Should you cancel within 1 (one) week of your holiday date, no refund will be given and all monies will be forfeited.

6. We would advise that you take out adequate holiday insurance for your holiday with us. CSMA Club members can obtain competitive insurance through CSMA Club; please contact us on 0845 345 7440.

4. Changes by us

1. We reserve the right to make amendments to your holiday, which may be necessary owing

to circumstances beyond our control. We will endeavour to inform you as soon as possible and will act reasonably at all times before opting to cancel any holidays you have booked.

2. In certain circumstances where amendments are not possible we reserve the right to cancel your holiday. On any such cancellation you shall be entitled to reimbursement of such monies including the deposit or a proportion of the same as have been paid by you to us.

3. We endeavour to provide facilities as advertised in the brochure. We reserve the right to alter, delete or close certain amenities or facilities, where circumstances beyond our control such as a Force Majeure event occurs. We shall act reasonably in all circumstances, however on certain occasions cancellations may occur without prior notice.

4. The operation of the premises is subject to guidelines as laid down by the Health and Safety Executive and Local Authorities and their codes of practice. We reserve the right to adjust our services to meet these standards. Every effort will be made, where possible to inform you of this in advance.

5. Force Majeure - we regret we cannot accept any responsibility for such circumstances beyond our control such as natural disasters, strikes, lockouts or other industrial dispute, fires, technical problems, act of governments, acts of terrorism or extreme/unusual weather conditions. We shall refund all amounts you have paid on the occurrence of any Force Majeure event. We regret we cannot pay any compensation or meet any expenses or costs you may incur as a result of such cancellation or change.

5. Special Requests

1. To assist us, it would be helpful if you could advise us of any special requests or requirements at the time of making your booking, including allergies or any mobility difficulties. We cannot guarantee to fulfil these requests but will make every effort to assist.

2. We will note any requests for specific accommodation or pitches, however, we cannot guarantee exact locations, or adjacent units or

pitches. We are happy to provide as much advice and information as possible to people with disabilities who wish to holiday with us. Please talk to us before making your booking as not all accommodation types are suitable for guests with disabilities and wheelchair access may be limited.

6. Licensing Laws

In accordance with UK licensing laws, we can only sell alcohol to persons aged 18 years or over. We may require you to show proof of age using an approved form of identification.

7. Your holiday environment

1. Our Park is situated in a rural location and is surrounded by forest. Please acquaint yourself with the area on arrival. Walking over grassy areas and undulating ground may be unfamiliar and contain natural hazards such as rabbit holes and mole hills that you and your children need to avoid.

2. Local Authority constraints, which help to preserve the rural area, also limit the amount of street lighting that can be provided, so please take care when walking around the Park and remember that you may be in an unfamiliar environment particularly at night. It is always advisable to carry a pocket torch to assist you.

8. Use of accommodation

1. You shall not use or allow the use of the premises for any unlawful purpose or in any unlawful way.

2. You agree not to do anything or bring onto the premises anything which may endanger the use of the property or render invalid any insurance policy.

3. You specifically agree not to use the premises for the provision of any of the following:

- a) betting, gambling or lotteries including but not limited to sweepstake raffles or tombolas;
- b) adult entertainment;
- c) hazardous and flammable substances as listed under the Dangerous Substances and Explosive Atmospheres Regulations 2002.

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9. Smoking and Pets

1. Smoking is not permitted in any accommodation or inside any buildings on the complex. There is a designated smoking area at the rear of the Venue. Directional signs showing the extent of the designated smoking area are in place.

2. Pets may be permitted in some accommodation at an additional charge and subject to the code of conduct (clause 1.12) There is a maximum of two pets in any pet unit and some restrictions apply. Please ask for a pet friendly unit at the time of booking.

3. Any pet-free unit found to have been occupied by a pet following your departure will result in a charge of £40 (forty pounds) being made for full cleaning of the unit. You agree we may charge this to your credit card. Pets are not permitted on the furniture and should not be left unattended in the units at any time.

4. We reserve the right to gain access to all accommodation units at any reasonable time to carry out essential repairs or maintenance.

5. Any lost or missing items should be reported immediately to the duty manager.

10. Damage

1. Any damage should be reported immediately to the duty manager.

2. In the event of damage to furnishings, contents of accommodation units, pitches or any other property belonging to us damage shall be calculated as the cost of repair of the damaged items , including but not limited to the cost of equipment, materials and labour.

3. Lost property will be kept for a maximum of 8 weeks. You are responsible for any postage and expenses for returning such items.

4. Whilst every effort is made to safeguard guests' property we cannot be held responsible or liable for any losses due to theft or damage caused to guests' personal possessions or property brought on to the complex or left in accommodation units after check out.

11. Parking

1. You are allocated one parking space per accommodation unit or pitch. Any additional vehicles must be parked on the car park for which an additional fee may be charged. Vehicles must not exceed five miles per hour within the boundaries of the complex. All road signs and markings including but not limited to the one-way system should be followed. Vehicles must be driven only by holders of a current driving licence having adequate third party insurance.

12. Supervision

1. Children remain the responsibility of their parent or guardian at all times. We appreciate that there will be high spirits on holiday but offensive behaviour, wilful damage, unruliness and a lack of consideration for other guests is unacceptable. The staff and management should not be diverted from carrying out their day to day duties in order to deal with complaints from guests relating to unacceptable behaviour or breaches of the code of conduct. Furthermore, staff cannot assume parental responsibilities.

2. CSMA Club Members may book one additional unit for occupancy by non members (for occupancy during the same period of time) at member rates. Any other additional unit will be charged at public rates.

3. CSMA Club membership is not transferable to any third party and you may not permit anyone to use your membership number to book accommodation or obtain member rates.

4. You agree to report to us in writing of all accidents on the premises which involve injury to any individual within 5 (five) days of the accident occurring.

5. Portable electric generators are not permitted anywhere on the complex.

13. Our liability to Consumers

1. If you are a Consumer this clause 13 shall apply. If you are a business this paragraph does not apply to you; please refer to Clause 14 below.

2. These terms and conditions shall not affect your statutory rights. As a consumer, you have certain statutory rights regarding the cancellation of

contracts and claims in respect of losses caused by any negligence on our part or failure by us to carry out our obligations. For further information about your statutory rights you should contact your local authority Trading Standards office or Citizens Advice Bureau.

3. As a consumer we will not be liable for losses that are not foreseeable to either party when you place your booking with us. Losses are foreseeable where they may be contemplated by you and us at the time the booking is confirmed.

4. We are not liable for: loss of income or revenue, loss of business, loss of profits or contracts, loss of anticipated savings, loss of data, or waste of management or office time however arising and whether caused by tort (including negligence) breach of contract or otherwise, even if foreseeable.

5. Our liability arising out of or in connection with this Agreement is strictly limited to £5,000,000.

14. Our Liability to Businesses

1. If you are a Business this clause 14 shall apply. If you are a Consumer, this clause does not apply to you; please refer to clause 13

2. We are not liable for: loss of income or revenue, loss of business, loss of profits or contracts, loss of anticipated savings, loss of data, or waste of management or office time however arising and whether caused by tort (including negligence) breach of contract or otherwise, even if foreseeable.

3. Nothing in Clause 14.2 shall prevent you from claims for loss or damage that falls within Clause 14.5 below, or any other claims for direct financial loss that are not excluded by any of the categories stated in Clause 14.2.

4. Our entire liability under or in connection with the Agreement shall not exceed the amount of our charges for the provision of the Services, except as expressly provided in this Agreement.

5. Nothing in this Agreement limits or excludes our liability:

a) for death or personal injury caused by our negligence;

b) for any damage or liability incurred by you as a

result of fraud or fraudulent misrepresentation by us

c). for any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability

15. CCTV

In the public areas of the building and grounds CCTV is in operation and video recordings may be made. This activity is carried out for security and management purposes only.

16. Data Protection

1. We acknowledge that for the purposes of the Data Protection 1998, we are the data controllers and data processor in respect of any Personal Data.

2. We shall only handle your personal information in accordance with the Privacy Policy attached to these terms and conditions.

17. Additional Terms & Conditions of Bookings for Pitches – Caravans and Tents.

1. Fire Regulations do not allow caravans to be pitched awning to awning. You must adhere to any Health and Safety requirements which are set out in the pitching instructions, this includes but is not limited to the Fire Regulations.

2. Gazebos are strictly prohibited as are washing lines.

3. Pitches are available from 2pm on the date of arrival and must be vacated by 11am on the morning of departure.

4. Depending on occupancy and time of year, late stay may be available at an extra charge. We regret this cannot be pre-booked.

5. Your booking is for one caravan or one tent plus one car only. An awning is permitted with your caravan or alternatively a pup tent although only one of these is permitted per pitch. You must not have two tents on a pitch. Any additional cars must be parked on the car parks adjoining the main reception; additional charges may apply for additional cars.

6. Pitches may be occupied by a maximum of six persons. Only those persons listed on the

registration card can occupy your pitch and use the Park facilities.

7. Dogs are permitted, to a maximum of two dogs per pitch. There is no charge for the first dog, but an additional charge of £3 per night for a second dog applies.

8. There is minimum stay of three nights for all pitches during all Bank Holiday and School Holiday periods. There is a minimum stay of 2 nights every weekend.

9. The minimum charge during Bank Holiday and School Holiday period shall be the cost of a three night pitch during the Bank or School Holiday period. The minimum charge during a weekend shall be the cost of a 2 night pitch on weekends.

10. You must use breathable ground sheets on grass pitches. If you do not have a breathable ground sheet please lift your groundsheet during daylight hours to preserve the pitch.

11. Please note, you may book a caravan pitch for use as a tent pitch. The rate chargeable will be the caravan pitch rate. The booking will be subject to the discretion of the Park Management in order to preserve grass pitches.

12. You shall have no right to transfer, assign or dispose of pitches.

18. Feedback

1. The enjoyment of your holiday is important to us and as such we provide the 'Promise of Fair Play', Maintenance cards and comment cards. Your valuable comments are used to monitor and improve our service to meet the needs of all our guests.

2. We ask you to notify a member of staff immediately in the unlikely event that our standards do not meet with your expectations. This will give us an opportunity to resolve any issues at the time. Please note there will be a duty manager available to answer any questions you may have during your stay.

3. We cannot accept liability in relation to any claim unless notified in writing within seven days from the end of your stay.

Privacy Policy

1. Introduction

1. This privacy policy sets out our commitment to you in respect of how we handle your personal information.

2. For the purposes of this policy "CSMA Club", "our", "us" and "we" means Motoring & Leisure Services Limited.

3. This general privacy policy applies to all our dealings with you. This means you can be sure that when you deal with us in any capacity your personal information will be used and protected in accordance with this policy. For some of our products and services, additional specific privacy terms will apply that are relevant only to the product or service in question – for example our web sites. Where additional privacy terms apply to a product or service they will be made available to you as part of the order/application process for the product or service in question.

4. This privacy policy applies to individuals using CSMA Club leisure retreats who are not CSMA Club members. CSMA Club members should refer to the privacy policy on the CSMA Club web-site or in our current CSMA Club literature.

Your Information

2. What information do we collect about you?

The personal information we collect about you is made up from the information you and others give us in the course of your booking. This includes information obtained through: your completion and submission of our booking forms; your use of our web sites and services; and our communications with you.

3. What about sensitive information?

We do not generally seek to collect sensitive personal information about our guests. If we do seek to collect sensitive information we will ask you to explicitly consent to our proposed uses of that information at the time of collection. We use the term "sensitive personal information" to mean information about topics such as personality and private life, racial or ethnic origin, colour,

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membership of political parties or movements, or other such sensitive topics.

4.Can you give us information about another person?

In certain circumstances you may give us information about another person, for example as part of a group booking. If you give us information about another person then we accept it on the understanding from you that you have made the other person aware of how we will use and disclose their information and the other person has given you permission to provide their details to us. You should not provide us with others' personal information if this is not the case.

Our use of your information

5. How do we use your information?

1.We will use your information for the following main purposes: (a) for administration of your booking; (b) to provide you with other goods and services that you order from us for marketing purposes in accordance with your preferences (please see below for further details); (c) for internal analysis and research; (d) to comply with legal and regulatory requirements; and (e) to help detect and deal with crime and unsavoury behaviour.

2. We may also use and disclose information in aggregate (so that no individuals are identified) for marketing and strategic development purposes.

6. Do we use your information for marketing purposes?

1. We hate unsolicited marketing (such as spam emails) as much as you, which means we will not market our goods or services to you, nor give your information to third parties to allow them to market their goods and services to you, without your express consent.

2.You tell us your preferences regarding marketing communications as part of the booking process. And you need not worry if, later, you change your mind since you can let us know of changes you wish to make to your marketing preferences at any time and we will update our records accordingly.

Disclosing your information to third parties

7. Are we concerned about keeping your information secure?

We take security issues seriously. We have implemented appropriate steps to help maintain the security of our information systems and processes and prevent the accidental destruction, loss or unauthorised disclosure of the information we collect.

8. To whom may we disclose your information?

1.We use agents and service providers (some of which may be located outside Europe) to collect, hold and process on our behalf your personal information for the purposes set out in this policy. These agents and service providers act on our instructions and will only use your information as we tell them to.

2.We may disclose your information to third parties, including the police and other governmental bodies, as required by law or if we think the disclosure may help to detect and deal with crime and unsavoury behaviour.

3.We may give your information to third parties to allow them to market their goods and services to you, but only with your express consent (please see above).

4.We will not sell your information to a third party, except in the unlikely event that we sell our business, or a substantial part of it; in which case we may sell your information as part of the sale to allow the purchaser to carry on providing some or all of our services to you.

Other Terms

9.Can you see and update the information we hold about you?

You have the right to ask for a copy of the information we hold about you (for which we may charge a small fee). If you find at any time that any of the information we hold about you is incorrect then you should promptly notify us and we will correct the inaccuracy.

10. Do our privacy practices apply to disclosures you make to third parties?

Please note that this policy addresses only the use and disclosure of information we collect from you. If you give your information to others, whether they are third parties that we introduce you to or third party sites that you visit by clicking on a link on one of our web sites, different rules may apply to their use or disclosure of the information you give to them. We do not control the privacy policies of third parties, and you are subject to the privacy policies of those third parties where applicable. We encourage you to ask questions before you disclose your personal information to others.

11. How can you contact us about privacy issues?

You can contact us about privacy issues or comment or complain about our privacy practices by contacting us at enquiries@whitemead.co.uk