

THE WHITE CLIFFS HOTEL

Terms & Conditions - Privacy Policy – 18/05/18

When you visit and navigate our site and when you communicate with us via our site, we will not collect personal information about you unless you provide us that information voluntarily. Any non-public personal information that you may provide via our sites will be used solely for the purpose stated on the page where it is collected. We will not sell, license, transmit or disclose your information outside of our company and its affiliated companies unless (a) expressly authorized by you, (b) necessary to enable our contractors or agents to perform certain functions for us, or (c) required or permitted by law. In all cases, we will disclose the information consistent with applicable laws and regulations and we will require the recipient to protect the information and use it only for the purpose it was provided.

By “personal information,” we mean data that is unique to an individual, such as a name, address, e-mail address, or telephone number. From time to time, we may request personal information from you at our sites in order to deliver requested materials to you, respond to your questions, or deliver a product or service.

We welcome your comments or questions about our website and have provided e-mail boxes for that purpose. We will share your comments and questions with our customer service representatives and those employees most capable of addressing your questions and concerns.

Please note that your e-mail, like most, if not all, non-encrypted Internet e-mail communications, may be accessed and viewed by other Internet users, without your knowledge and permission, while in transit to us. For that reason, to protect your privacy, please do not use e-mail to communicate information to us that you consider confidential. If you wish, you may contact us instead via non-cellular telephone at the numbers provided at various locations on our sites.

There may be some locations on our websites where we have made special provisions for a more secure environment in which we can exchange information with you. At each of these locations, we will provide you with appropriate instructions.

We have adopted and adhere to stringent security standards designed to protect non-public personal information against accidental or unauthorized access or disclosure. Among the safeguards that we have developed for this site are administrative, physical and technical barriers that together form a protective firewall around the information stored at this site. We periodically subject our site to simulated intrusion tests and have developed comprehensive disaster recovery plans.

Payment Transactions

All payment transactions are handled by a third party payment gateway Welcome Anywhere, whose secure transaction processing environment exceeds industry standards such as PCI DSS. We do not process any credit cards details on our own website and any cardholder data is secured by using a combination of symmetric and asymmetric cryptographic algorithms.

Room Deposits / Cancellation Policy

We do not take any advance deposits from the credit/debit card details that you supply when you secure your booking. The full amount is taken on departure.

If you are unable to come and stay we do advise that you contact us at least 48 hours prior to your arrival date to avoid a one night charge to your credit/debit card.

Table Booking / Cancellation Policy

Please note that the time you have booked is when we need you to be sat at the table, if you would like drinks beforehand please arrive 30 minutes prior. If you are running late please contact us and let us know to avoid cancellation of your booking. If you need to cancel we would like 24 hours notice by calling 01304 852229.

Terms of use

1. Introduction

These terms and conditions (together with our privacy and cookies policies) apply to your use of The White Cliffs digital channels (such as our website, mobile site or app ('Digital Channel')), whether as a guest or a registered user. Please read these terms and conditions carefully before you start using our Digital Channels. By using any of our digital channels, you indicate that you accept and agree to be bound by these terms and conditions.

If you make a reservation through this one of our Digital Channels our booking terms and conditions will apply to that reservation.

We may revise these terms and conditions at any time. You should check this page from time to time to take notice of any changes we make, as they are binding on you. Some of the provisions contained in these terms of use may also be superseded by provisions or notices published elsewhere on the website.

The terms and conditions that apply to your use of the website will be those terms and conditions in force on the date you use the website.

2. Operator

This site is operated by The White Cliffs Hotel whose registered office is High Street, St. Margaret's-at-Cliffe, Dover, Kent.

3. About this website

The website is available to everyone, although access to certain features of the website is restricted to registered users.

Access to the website is permitted on a temporary basis. From time to time and without notice, we may withdraw or suspend access to the website or amend, withdraw or discontinue any of the materials and/or features available on it. The website and its content are provided on an "as is" and "as available" basis. We do not guarantee that our site, or any content or features on it, will always be available or be uninterrupted and we will not be liable if for any reason the website (or any part of it) is unavailable at any time or for any period.

We may update our site from time to time, and may change the content at any time. Although we make reasonable efforts to update the information on our site, any of the content on our site may be out of date at any given time. We make no representations, warranties or guarantees, whether express or implied, that the content on our site is accurate, complete or up-to-date and we are under no obligation to update it.

We do not guarantee that our site, or any content on it, will be free from errors or omissions.

4. Registration and information

If you choose to register to use our site you will be asked to provide a password. You must keep this password confidential. You will be responsible for all activities that take place under it.

If you know or suspect that anyone other than you knows your user identification code or password, you must promptly notify us.

We have the right to disable any password, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of these terms of use.

You must ensure that any information you provide to us when using the website is true, current and accurate. Please see our privacy policy for details of how we use the information you provide to us.

5. Your use of the site

You must not (and must not attempt to) gain or allow unauthorised access to, interfere with the normal operation of, circumvent any security, home page, or other feature of or insert any link to or breach the security measures on any part of the website, including any system or equipment on which the website operates, or any database connected to the website by 'hacking', password mining or otherwise. You must not misuse the website by knowingly introducing viruses, trojans, worms, logic bombs or other material which is or may be malicious or technologically harmful. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. Your right to use our site will cease immediately if you do any of the foregoing or otherwise breach these terms and conditions.

We do not guarantee that our site will be secure or free from bugs or viruses.

We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of the website or on any website linked to it.

6. Links

Where the website contains links to other sites and resources provided, these links are provided for your information only. Such links should not be interpreted as endorsement by us of those linked websites. We have no control over the content of those sites and accept no responsibility for them or for any loss or damage that may arise from your use of them.

You should check the terms of use applicable to any website that you link to from this website.

7. Intellectual Property Rights

The White Cliffs Hotel is the owner or licensee of all intellectual property rights in the website. All text, information, graphics, interfaces, photographs, video and other material available on the website are protected by copyright, trade mark and other proprietary and intellectual property laws. All such rights are reserved.

Nothing in these terms and conditions grants or is intended to grant any right, title or interest in the website or any intellectual property rights contained therein. You may not use any of our intellectual property rights without our express written consent however you are permitted to make one copy for the purposes of viewing the content on the website for your own personal use.

8. General

Your rights

If you are a non-business customer you have certain rights under consumer protection legislation. Nothing in these terms and conditions is intended to affect those rights.

Our liability

All content on the website is provided "as is" without any guarantees, conditions or warranties (express or implied) and to the extent permitted by law, we:

- exclude all conditions, warranties and other terms (express or implied) which might otherwise be implied by statute, common law or the law of equity; and
- exclude all liability in contract, tort (including negligence) or for breach of statutory duty, or in any other way, in connection with your use of the Site save as provided in our booking terms and conditions.

Applicable law

These terms and conditions, their subject matter and formation (and any non-contractual disputes or claims) are governed by and construed in accordance with English law.

If you are a consumer you and we both agree that the courts of England and Wales will have non-exclusive jurisdiction over any claim arising from, or related to, your reservation and/or stay at The White Cliffs Hotel. We retain the right to bring proceedings against you for breach of these terms and conditions in your country of residence or any other relevant country. If you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.

If you are a business user, you and we agree that the courts of England and Wales will have exclusive jurisdiction over any claim arising from, or related to your reservation and/or stay at The White Cliffs Hotel.

Severability

If any part of these terms and conditions is deemed invalid, illegal or for any reason unenforceable then that part will be deemed deleted and will not affect the validity and enforceability of the remaining parts. Any failure by us to enforce our rights or remedies under these terms and conditions or otherwise shall not be construed as a waiver by us of those or any other rights or remedies.

All rights not expressly granted in these terms and conditions are reserved.

9. Contact us

If you require further information or have any questions regarding our website or these terms and conditions, then please email: mail@thewhitecliffs.com

The standard cookie policy for this website is to allow all cookies. This helps to ensure you have the optimal experience. If you would like to continue with our optimal website experience, you don't need to make any changes. If you would like to learn more about how we use cookies or change your settings, you can use the link at the bottom of any page at any time.

Changes to this Statement

We may change this Statement from time to time; when updates are made, the Privacy Policy version date (located at the bottom of this Policy) will also be updated to reflect that a revision occurred. We encourage you to periodically reread this Policy to see if there have been any changes that may affect you. This Statement is not intended to and does not create any contractual or other legal rights in or on behalf of any party.