

# TERMS AND CONDITIONS

These terms and conditions apply to all bookings made to stay at Lanelay Hall Hotel & Spa, whether made via our website, by email or over the telephone. They contain important information about your stay and we kindly ask that you read these carefully. If there is anything you would like to discuss regarding your booking or these terms and conditions, please don't hesitate to contact us.

The company enters into this agreement as principal for bookings made for the hotel it owns. The booking confirmation will clearly state the identity of the owner. In these Terms and Conditions, the following definitions apply:

## DEFINITIONS

"Company" or "we" means Lanelay Hall Hotel & Spa, Lanelay Lane, Talbot Green, Pontyclun, Rhondda Cynon Taff, CF72 9LA. "Booking" means the booking for accommodation, functions and/or any other services or items made with us. "Contract" means the booking and these terms, and any other terms and conditions stated to apply to the booking. "Hotel" means the premises for which your booking is made. "Terms" means these terms and conditions. "Websites" means [www.lanelayhall.co.uk](http://www.lanelayhall.co.uk) "VAT" means value added tax.

## WHO WE ARE

Lanelay Hall Hotel & Spa is a hotel and collection of restaurants located in the heart of South Wales. Lanelay Hall Hotel & Spa CF72 9LA. Lanelay Hall Hotel & Spa is operated by Lanelay Hall Limited whose registered office is Lanelay Hall Hotel & Spa, Lanelay Lane, Talbot Green, Pontyclun, Rhondda Cynon Taff, CF72 9LA, United Kingdom

## HOW TO CONTACT US

You can contact us by completing the form on the 'Contact' page of our website [www.lanelayhall.co.uk](http://www.lanelayhall.co.uk), by telephoning 01443558309 or emailing [reservations@lanelayhall.co.uk](mailto:reservations@lanelayhall.co.uk)

## YOUR BOOKING REQUEST

Your booking will not be complete until you receive a booking reference from us, at which point a contract will come into existence between you and us.

## DEPOSIT FOR YOUR ACCOMMODATION

Our standard deposit policy: All bookings at the hotel are subject to these terms. At the time of booking or at check-in, we will take your credit/debit card details and you authorise the use of this card for any sums that become owing to us. We shall also have the right to require full payment in advance or a deposit at the time of booking in certain circumstances or if the booking includes the supply of certain items or services. No booking shall be treated as confirmed until the details and/or payment/deposit described in this paragraph have been provided. Please note that we cannot accept cards which are registered under different names to those given at the time of booking. The deposit is non-refundable but may be transferred to a future booking, subject to availability and must be within the cancellation period which is confirmed in the confirmation you receive.

If you have reserved the Advance Purchase Room Only rate, unfortunately this rate is non-transferable, and any monies or deposit paid will be non-refundable on cancellation.

For reservations booked as part of a group booking the rate is non-refundable and non-transferable.

## **PAYMENT**

We accept the following methods of payment: Credit Cards: MasterCard, Visa; Debit Cards – Visa Debit, Visa/Delta and Visa/Electron. During your stay the hotel's system will calculate the incidentals charged to your room on a daily basis. All outstanding charges must be paid for in full on check-out from the hotel. We reserve the right and you hereby authorise us to charge your credit or debit card to settle any charges that remain outstanding following your departure from the hotel. Either a 50% deposit or the full amount is required upon booking to secure your reservation.

## **ACCOMMODATION OFFERS**

All offers are subject to availability and cannot be used in conjunction with any other offer. For special offer bookings, these must be paid in full at the time of booking. Terms and conditions are subject to change. All offers are correct at time of publication, refer to the current rates valid and are for new bookings only. Pre-booking is essential. Offers cannot be applied to gift vouchers or special/public events unless otherwise stated.

In addition, the following apply:

Accommodation Offers and Packages: All dates offered are subject to availability and can change on a daily basis. Offers will be based on double or twin occupancy unless otherwise stated. Bookings can only be made directly with the hotel unless otherwise stated. Special offers and packages are to be paid in full at time of booking. No refunds, changes or transfers will be made.

## **CHANGING OR CANCELLING YOUR BOOKING**

If you wish to make a change to your reservation, please contact us. We will let you know if the change is possible and will send you a confirmation email with the new booking details if the change has been accepted. If you have reserved the Advance Purchase Room Only rate, unfortunately this rate is non-transferable, and any monies or deposit paid will be non-refundable on cancellation.

We will do our best to avoid having to cancel your booking however, where necessary, we reserve the right to cancel your booking at any time. In such circumstances, we will provide you with a full refund and we will have no further liability to you in relation to the cancellation. In the event of over-booking, we will assist you with relocation to an alternative hotel.

Your booking is for a class of room in the hotel and does not guarantee that you will be able to stay in a specific room or in the same room for the duration of your stay. If you have indicated a preference for a particular room, we will use our reasonable efforts to honour this preference. However, we may need to allocate an alternative room to you for operational or safety reasons. If we need to move you to a different room during your booking for which a lower rate is available than the rate you booked at, we will refund you the difference in the rates.

If we cannot make the change, you have requested or the consequences of making the change are unacceptable to you, you may want to cancel your booking. Your reservation confirmation email will stipulate the terms of your booking and the cancellation policy applicable to your reservation.

Cancellations must be made no later than 24 hours prior to arrival for reservations that aren't reserved using the Advance Purchase Rate. Applicable cancellation fees will be charged to the card details you supplied to us at the time of making your booking. Please note that where a deposit has been paid, all deposits will be non-refundable.

This cancellation fee will also apply if you fail to arrive for your stay at Lanelay Hall Hotel & Spa. A prepaid reservation will incur the entire stay charge. If you wish to cancel your booking, please contact us by telephoning or emailing reservations at [reservations@lanelayhall.co.uk](mailto:reservations@lanelayhall.co.uk)

In case of forced closure all bookings and deposits will be fully transferrable or refundable. Refunds will be issued within 45 days of cancellation, even if this the date of the booking has already passed once the cancellation and refund has been requested.

### **CHECK-IN & CHECK-OUT**

Time: Unless otherwise agreed bedrooms will be available from 3pm and we kindly ask that bedrooms are vacated for 11am.

Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of the hotel. Rooms are subject to maximum occupancy rules set by the hotel. If you would like further details, please contact the company or the hotel.

Security: In the interests of security and the prevention of fraud, we will ask you to confirm your identity by providing your passport, driving licence or other form of photo ID upon check-in.

Guests travelling from outside the UK: If you are travelling from outside the UK, we are required by law to ask for your passport and the place of your next destination at the time of check-in. If you do not have your passport, we reserve the right not to honour your reservation. We will retain this record for a period of 12 months and we may disclose this to a police officer or other official as required by law. We are required to collect this information in relation to each member of your party over the age of 16 and we reserve the right to refuse entry to Lanelay Hall Hotel & Spa to anyone who is unable to provide this information.

Guests under 18: Please note that all guests under the age of 18 must be accompanied by adults during their visit We reserve the right to refuse entry to Lanelay Hall Hotel & Spa to anyone who is under the age of 18.

### **CHARGES**

The price of your stay (which includes VAT) will be the price indicated when you make your reservation via the website, or as communicated to you if you place your reservation by telephone or email. We will confirm the price of your stay in our confirmation email, so please double-check that when you receive it and let us know if you notice any abnormalities. Where there has been an obvious discrepancy between our room charges and the price stated on our website or otherwise communicated to you, we reserve the right to charge our correct room charges or to cancel your reservation.

Lanelay Hall Hotel & Spa reserves the right to ask guests to provide a valid credit or debit card upon check-in. A credit card account check may be taken upon arrival. You may be required to show the debit or credit card used to pay your deposit upon check-in. If the same card cannot be presented on arrival, the reception team may need to refund the original charge and re-take the accommodation charges from a new card.

All charges incurred during your stay, for example food and beverage charges and any room charges which you have not paid for in advance, must be settled upon check-out, when you will have the option to provide a different method of payment should you wish. Please let us know before you check-out if you notice any abnormalities in any charges which have been assigned to your room as these cannot be rectified after departure.

## SERVICE CHARGE

The optional service charge is a payment which recognises and rewards all employees who deliver outstanding guest service. The optional service charge is 10% on food and drink. If you do not wish to pay it you can ask for it to be removed from your bill. The service charge is shared amongst all members of the Lanelay Hall Hotel & Spa team. We believe the whole team, regardless of their role, are involved in delivering outstanding guest service so it is fair to reward everyone.

The VAT breakdown shown is indicative based on the current rate of VAT, and the expected VAT treatment of the goods or services. VAT will be payable at the prevailing rate applicable at the tax point of the invoice or booking confirmation issued and may change depending on the actual rate and the VAT treatment of the goods and services purchased at that date. Price lists for additional items, such as restaurant meals and room service, are on display at relevant locations within the hotel and are available on request.

## YOUR STAY

During your stay, we ask that you comply with the following house rules:

Our Rooms: The images of our rooms and facilities on our website are for illustrative purposes only. Each part of Lanelay Hall Hotel & Spa is slightly different and your room or the facilities you use during your stay may vary slightly from those images. Your reservation is for a particular type of room and, whilst we will try to accommodate specific room requests, unfortunately we cannot guarantee that you will be able to stay in a specific room during your stay.

Food & Drink: Lanelay Hall Hotel & Spa offers many options for food and drink, including room service. Please refrain from bringing in any outside food or beverages, unless medically necessary.

Noise: All guests are asked to respect our other guests and nearby residents when in their room, hallways, any other premises of the hotel or while in the surrounding area.

No Smoking: No smoking is permitted inside Lanelay Hall Hotel & Spa at any time, whether in your room or elsewhere. Lanelay Hall Hotel & Spa has designated smoking areas and our staff will happily advise you of their location upon request. We reserve the right to charge the card you have used to secure your booking a reasonable fee in respect of specialist cleaning in the event we suspect smoking has taken place in your room(s) during your stay. We also reserve the right to terminate the remainder of your stay in the event that we find you have failed to comply with our smoking policy.

Animals & Pets: Pets are not accepted with the exception of assistance animals with up-to-date accreditation. Document must be presented on arrival to confirm eligibility. Assistance animals can only be accommodated in ground floor rooms.

Accidents: Guests must report any accident or injury they or their guests may have whilst on the premises immediately to a member of management and in any event, within 24 hours of the incident. This information is needed in order to comply with health and safety obligations and for insurance purposes.

Inappropriate Behaviour: We kindly ask that you respect other guests and Lanelay Hall Hotel & Spa employees and refrain from any improper, violent or abusive behaviour and any illegal conduct at all times during your stay. We reserve the right to eject you from the premises and cancel the remainder of your stay in the event that you fail to respect this policy.

Damage: We kindly ask that all guests respect Lanelay Hall Hotel & Spa rooms and facilities. In the event that there is any damage to the room(s) during your stay or if any items are missing from your room(s) upon your departure, we reserve the right to charge the card you have used to secure your booking a reasonable fee in respect of such damage and/or missing items.

Parking: We are unable to take responsibility for your car or any belongings that are in your car whilst you are onsite.

Accessibility: Dependent on your individual needs a selection of rooms is provided at the hotel. Please contact us 01443 558309 to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

Press: Lanelay Hall Hotel & Spa has a strict no press policy. Guests will be held accountable if they disclose or identify any other members or guests who are in Lanelay Hall Hotel & Spa in any press or social media including Facebook, Twitter, Instagram and on personal blogs. Similarly, guests must refrain from identifying or describing any private hire or member event occurring at Lanelay Hall Hotel & Spa

### **RESTAURANT RESERVATIONS**

Please note that guests are required to provide card details to secure their reservation in Blok, Rudstone Read Restaurant, Terry Edwards Bar or Lady Mary Cole Restaurant. If you have reserved a table in one of our restaurants and change your mind, or decide that you no longer wish to dine during your stay, please kindly let us know 24 hours prior to arrival. For no shows or late cancellations, a charge of the following table will be applied to the credit card on connected to your reservation:

|  |                   |                                |
|--|-------------------|--------------------------------|
| <b>Blok Restaurant</b>   |                   |                                |
| Al Carte Menu  | £20.00per person  | Less 24hrs Cancellation Period |
| <b>Rudstone Read Restaurant</b>  |                   |                                |
| Bottomless Brunch  | £20.00per person  | Less 24hrs Cancellation Period |
| <b>Lady Mary Cole</b>  |                   |                                |
| Prosecco/Traditional Afternoon Tea   | £20.00 per person | Less 48hrs Cancellation Period |
| Please note that on special event days such as Christmas, Mother's Day, Guest Chef Nights etc, the full amount of the event will be charged if cancelled with less than 7 days notice. |                   |                                |

Our menus change often reflecting fresh, local ingredients so all menus displayed on our website may be subject to change. Afternoon Teas must be booked at least 24 hours in advance, please give any dietary requirements in advance upon booking. Guests are asked to arrive to the restaurant 10-15 minutes before arrival and provide an email confirmation with the details of your booking. Due to high demand in the Blok Restaurant, we advise booking prior to arrival to avoid disappointment. In the situation that there is a delay, we only hold tables for 15 minutes in the event of a no show or late arrival due to high demand. In the event of a late arrival, our staff will do everything possible to seat you and your party, but cannot guarantee anything after this 15 minute window has passed. The allocated time set per table is 2 hours.

## ALLERGIES/DIETARY REQUIREMENTS

It is essential that we are notified of any specific dietary requirements prior to your visit to ensure that we can cater for you appropriately. If you have not informed us at the point of booking, please contact the restaurant to discuss your requirements with a member of our team.

## tRiBe SPA

Cancellation policy for individual treatments & Full Spa Experience is 48 hours. After this time cancellations are non-refundable.

When using any equipment and facilities available at Lanelay Hall Hotel & Spa, you must take care to safeguard your own health and safety and that of other people, and you will be solely responsible for any loss or injury that you cause to yourself, other persons or to the equipment or facilities to the extent that it is caused through your unsafe or improper use of the equipment or facilities (including your use of them whilst under the influence of alcohol or medication) or your failure to advise Lanelay Hall Hotel & Spa staff of a medical condition relevant to your use of the equipment or facilities.

## tRiBe SPA BEFORE ARRIVAL

Please complete the medical questionnaire before your arrival using the link provided in your confirmation. If you are pregnant, please alert our team before your arrival as there are some additional precautions, we are also unable to perform massage on early pregnancy.

The dining option for your visit will be our Spa Brunch menu. A sample of this can be found on our website, [www.lanelayhall.co.uk](http://www.lanelayhall.co.uk)

We ask that your choice of treatment is finalised at least 24 hours prior to arrival. You may find our treatment brochure on our website [www.lanelayhall.co.uk](http://www.lanelayhall.co.uk)

Please note that our team is made up of both male and female therapists and you may be assigned either during your treatment. If you would like to request a certain therapist, please let the team know in advance. Any request is not guaranteed and is subject to availability on the day.

## tRiBe SPA OF ARRIVAL

On the day of arrival if you could arrive 30 minutes beforehand to check in and get changed ready for your spa experience.

A robe & towel will be waiting in your locker, at the end of the experience we ask that you place your robe and towel into the baskets provided. To continue our commitment in becoming an environmentally friendly spa, footwear is provided, however on request.

You will also be given a wristband that will allow you access to the vitality pool. This must be returned at the end of your experience, and if this is not returned a £35.00 per person charge will automatically be incurred by the card details that you have provided on registration.

## TREATMENT ONLY GUESTS

If you have booked on a treatment only basis, please note that **this does not include facility access, robes, footwear or a locker** and is for the 60 minute treatment only.

## ROBE & WRISTBAND RENTAL DEPOSIT

Please note that on the day of arrival a **£35.00 per person**, credit/debit card pre-authorisation will be required for the duration of your day. Pre-authorisation amounts are reserved funds which will reduce your available balance, these may show on your statements. Pre-authorisation amounts are held by your card issuer, once your day has come to an end the reserved funds or credits will be released by the hotel, the processing time varies dependent on your bank. **Apple/Android Pay is not accepted during this process and a physical is required upon registration.**

#### **tRiBe SPA BOOKING AND PAYMENT CONDITIONS**

A minimum of 48 hours notice is required to cancel or amend your spa treatment or spa experience.

Refunds are not available where a booking has been made using tRiBe Spa Experience or Monetary Voucher.

**tRiBe Spa Experience and Monetary Vouchers are valid for up to 12 months from the date of purchase when purchased after February 2023.**

Full payment by debit/credit card will be required at the time of booking.

#### **AMENDMENT OF AN EXISTING RESERVATION**

Spa Experience Packages and Individual Treatments may be altered once, free of charge provided that the change is made at least 48 hours prior to date of visit. \*Subject to availability.

You may not, under any circumstances, transfer your booking to anyone without the consent of the tRiBe Spa Management Team.

#### **tRiBe SPA CANCELLATION**

The following charges for cancellation apply:

Non-arrival or cancellations advised less than 48 hours prior to 9:30am of your date of visit, will incur full payment.

#### **ITINERARY CHANGES**

Please note due to varied services levels, the tRiBe Spa Management Team do reserve the right to make amendments to existing reservations. Due to the nature of the tRiBe Spa, these amendments may take place on the date of visit. All amendments made will be advised to the lead booker.

#### **ALLERGIES/HEALTH CONSULTATION**

It is essential that we are notified of any specific allergy requirements prior to your visit to ensure that we can adapt our treatments appropriately. It is also essential you advise us of any injuries, or any medical concerns that the tRiBe spa team should be aware prior to your visit. If you have not informed us at the point of booking, please contact the team to discuss your requirements with a member of our tRiBe Spa Management team, who will determine whether the treatment is as able to proceed.

#### **DAMAGE & LOSS**

Nevertheless, the risk of theft, damage or loss of our guests' personal possessions cannot be eliminated entirely and we strongly advise you against bringing valuable items such as jewellery or large amounts of cash to Lanelay Hall Hotel & Spa. Management reserves the right, in its sole discretion, to refuse to store any personal property of guests.

We shall not be liable to any guest for any loss, damage or injury suffered by our guests or to their property. However, this does not exclude or limit in any way our liability where it would be unlawful to do so, and which includes liability for death or personal injury caused by our negligence (or the negligence of our employees, agents or subcontractors) and for fraud or fraudulent misrepresentation.

#### **YOUR PERSONAL INFORMATION**

We will use the personal information you provide to us in accordance with our Privacy Policy and in line with GDPR regulations.

#### **LANELAY HALL HOTEL & SPA TRADE MARKS**

All guests shall not use the names, logos, colours, trademarks, service marks, photographs, trade dress, or other identifying features of Lanelay Hall Hotel & Spa (the "Lanelay Hall Hotel & Spa") without obtaining our specific prior written approval as to the specific use.

Guests expressly recognise that the Lanelay Hall Hotel & Spa Marks are the valid, unique and exclusive property of , its parent, affiliates and/or subsidiaries. Guests may not produce or create, or authorise others to produce or create, the Lanelay Hall Hotel & Spa Marks for any purpose whatsoever, including, but not limited to, in any communications, marketing, advertising or other promotional materials (including, but not limited to, brochures, flyers, invitations, e-mail messages, etc.) that utilise the Lanelay Hall Hotel & Spa Marks without our prior written consent.

#### **EVENTS**

Each event will have their own specific terms and conditions regarding booking, payment and cancellation.

Any special dietary requirements must be advised to the your dedicated Wedding, Conference & Events coordinator at your final details appointment prior to the event otherwise the hotel cannot guarantee to fulfil the request although all efforts will be made to do so.

Ticketed events will go ahead based on minimum booking levels being achieved. The hotel reserves the right to amend, postpone or cancel any advertised events with a minimum of 7 days' notice to guests already booked.

Lanelay Hall Hotel & Spa reserves the right to make alterations to the content of any ticketed events including, but not limited to, menus, drinks, entertainment etc to reflect any last-minute issues with suppliers, ingredients or any other unforeseen circumstances. Any substitutes will be of an equal quality to elements originally advertised.

**Internal Hotel Events:** Please be aware that at certain times throughout the year the hotel may host internal weddings, events and parties, which you may feel would be an intrusion on your break. Please contact the hotel directly in advance of your stay for further information.

#### **OTHER IMPORTANT TERMS**

Force Majeure: Lanelay Hall Hotel & Spa will not be responsible and will not pay any compensation where we are prevented or delayed from performing our obligations due to an event beyond our reasonable control, including but not limited to flood, earthquake, mechanical breakdown, IT failure, fire, adverse weather conditions, acts of terrorism, gas, water or other utilities.



We may transfer this agreement to someone else: We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.

If a court finds part of this contract illegal, the rest will continue in force: Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

Even if we delay in enforcing this contract, we can still enforce it later: If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.

**Governing Law & Disputes:** These terms are governed by English law and you can bring legal proceedings in relation to these terms or your stay at Lanelay Hall Hotel & Spa in the English courts. If you live in another country in Europe, consumer law and regulation may mean that you can bring legal proceedings the country within Europe in which you reside.

**Alternative Dispute Resolution:** Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may want to contact an alternative dispute resolution provider.

**Limitation of Liability:** The company will not be responsible for the loss or damage of any property left in the Hotel other than as required under the Hotel Proprietor's Act 1956 or any other applicable law. The company will not be liable for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the company, its employees, contractor or agents or otherwise). The company's total liability shall not exceed the value of the charges received by it under the contract. Nothing contained in the contract or in any other document referred to or incorporated in it shall be read or construed as excluding any liability for death or personal injury caused by the company's negligence or liability for fraud or fraudulent misrepresentation.

**Web Site Information:** While all reasonable efforts have been taken to ensure the accuracy of information on the website, the company does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the websites without notice. The content of the websites is the copyright of the company, and may not be copied, reproduced, published, distributed, or amended for any other purpose without our prior written consent.

**How do we collect information from you?:** When someone visits <http://www.lanelayhall.co.uk> we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain

what we intend to do with it. We obtain information about you when you use our website, when you contact us about products and services, to make an enquiry via our 'Enquiry' form.

Thank you for visiting Lanelay Hall Hotel & Spa Privacy Policy which relates to data collected via our website. This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure. This Policy may be subject to updates so please check this page to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Individuals wishing to inquire about our policies, to access or correct their personal data, or withdraw consent should contact Lanelay Hall Hotel & Spa by writing to us at; Lanelay Hall Hotel & Spa, Lanelay Lane, Talbot Green, Pontyclun, Rhondda Cynon Taff, CF72 9LA, United Kingdom +44 (0)1443 558309 or by emailing us [media@lanelayhall.co.uk](mailto:media@lanelayhall.co.uk)

**What type of information is collected from you?** If you make an enquiry online personal data may be stored both online and offline for the purposes of contacting, you regarding Lanelay Hall Hotel & Spa products and services. The personal information we collect might include your name, address, email address, IP address.

**How is your information used?** We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by calling +44 (0)1443 558309 or by emailing us at [media@lanelayhall.co.uk](mailto:media@lanelayhall.co.uk)

**Direct Marketing:** We will send Direct marketing via the postal service and by email. We will also make sure our direct marketing is relevant for you and where possible tailored to your interests. If you would like to opt out of this, please either unsubscribe at the bottom of any emails sent or email us on [media@lanelayhall.co.uk](mailto:media@lanelayhall.co.uk).

**Online Payments:** In order for us to process an order, payment details are taken and contact information collected, such as name, address, telephone number, and email address. Please note that even if you opt-out of receiving marketing communications from us, we may need to send you service-related communications, such as confirmations of any future reservations you make.

**Personalisation:** Where the processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our guests and visitors.

**Downloading a Brochure:** If you complete any of our brochure download request forms on our website, your information will be sent to the relevant department to process your request. Personal information collected will be used to assist with your enquiry and to contact you for further assistance.

**Gift Vouchers:** We use a trusted third-party provider to manage the payment and fulfilment processes of purchasing one of our gift vouchers. To fulfil your order personal information including your name, email address and payment details. If you opt to have your voucher delivered, you will be asked for your address or the recipients address. If you provide any personal information of the recipient, they will be notified when receiving their voucher of how they will use their data and their right to be forgotten. We can access your contact information and order history; however, we cannot access your payment information. If you give us permission by checking the tick box to receive more information from us whilst checking out any vouchers, you will be automatically added to our mailing list. This can be changed at any time.

**CCTV:** CCTV is in operation throughout the hotel for the purposes of, including but not limited to: Security of property, employees and guests; Health & Safety, and; Public Liability.

**You can opt in to receive marketing communications:** We may use your information to: • send you marketing communications via email, post or telephone; • seek your views or comments on the products and services we provide; • notify you of changes to our products and services; • send you communications which you have requested and that may be of interest to you; • activities, promotions of Lanelay Hall Hotel & Spa to support our marketing activities; • invite you to events as part of our marketing activities; • process a job application or enquiry. We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

**Who has access to your information?:** Lanelay Hall Hotel & Spa may have access to personal information passed via the website. We will not, share, sell or rent your information to third parties. Changes to this privacy notice: We keep our privacy notice under regular review. This privacy notice was last updated on 1 July 2023.

How you can access and update your information: The accuracy of your information is important to us. If you would like to know what information we hold on you, please contact us in writing or by email: Lanelay Hall Hotel & Spa, Lanelay Lane, Talbot Green, Pontyclun, Rhondda Cynon Taff, CF72 9LA or email [media@lanelayhall.co.uk](mailto:media@lanelayhall.co.uk)

You have the right to ask for a copy of the information Lanelay Hall Hotel & Spa has about you at anytime. Security precautions in place to protect the loss, misuse or alteration of your information. When you give us personal information, we take steps to ensure that it's treated securely. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we can't guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our IT systems.

**Use of 'Cookies':** Like many other websites, the Lanelay Hall Hotel & Spa website uses cookies. 'Cookies' are small pieces of information placed on your computer and stored on your hard drive to allow that website to recognise you when you visit again. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using some websites. Links to other websites: Our website may contain links to other websites run by other organisations, for example when we appear in the media. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website. In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site. Review of this Policy:

**We keep this Policy under regular review.**