

Booking Terms

General Policy

Thank you for booking with us.

We have a busy restaurant so if you would like to dine with us or organise a surprise or a bottle of bubbly in room, please don't hesitate to call us on 01333312200.

Please do not email specific requests through third party booking providers as we don't always see the information in time.

Changes and cancellations to bookings made up to 14 days before the arrival date/time are without charge. Thereafter the deposit may be charged. The total value of the booking may be charged if changes/cancellations are made with less than 72 hours notice.

Terms & Conditions

1.If you have any specific requests regarding your room, please contact us directly on +441333312200 or email info@anstruther-waterfront.co.uk. Please do not submit requests through a third party provider.

We cannot guarantee requests however we will always do our very best.

2.We have a strict NO SMOKING policy. Any party found smoking in the building will be fined £50 and will have their stay cancelled without a refund. Our building is licensed throughout. We must police these policies to keep our trading licence.

3.All room check in from 2.30 and check out at 10.30, however if your room is ready we will always check you in earlier. Late check outs will be charged at £10 per hour and a full day charge past 12 noon.

4.All room and hospitality accounts must be cleared in full on check out

5.The agreed amount of guests must not be exceeded. Extra guests will be charged at the daily rate and asked to leave.

6.Food is forbidden in our rooms

7.Young children must be supervised at all times. Our licence permits children in the lounge until 10 pm. Children must never be left unattended in the rooms.

8.Lost Key fobs will be charged at £25.00

9.A full refund will be given if cancellation is above 14 full days. Within 2 and 14 full days, your deposit will not be refunded and within 72 hours the full room account will be charged.

10.Pets of any description are not permitted. Any animals found will result in your stay

being cancelled and no refund given. We advertise as pet free to allow guests with allergies to be able to stay with us.

11.If for any reason the room becomes unavailable, we will refund in full. The hirer will have no further claim against The Waterfront.

12.All promotions may be withdrawn or altered without giving notice.

13.Your room must be kept in a clean state.

14.Breakfast is available from 8 am until 10 pm. Early breakfast will be charged at £5 per 30 mins. 24 hours notice must be given for an early breakfast request. We offer a set menu but if you have any special dietary requirements, we will again need 24 hours notice.

15. Any damage found will be charged to the customers credit card without notice.

16.Please consider all other guests when staying with us.

We are committed to providing excellent customer service to all our guests. We will always try to go the extra mile, but our staff will not tolerate any forms of unruly behaviour, violence of any description, vandalism or threatening behaviour to any persons. The guest will be ejected without notice and the authorities will be called.

WIFI Terms & Conditions

Privacy Notice

PRIVACY TERMS

PLEASE DO NOT SEND EMAILS OR REGISTER ON THE SITE IF YOU DO NOT WANT THAT INFORMATION TO BE PROCESSED BY US IN THE WAYS DESCRIBED BY THIS NOTICE. BY PROVIDING US WITH INFORMATION ON THE SITE, YOU CONSENT TO THE TRANSFER OF PERSONAL DATA AS DESCRIBED IN THE POLICY.

Your privacy is important to us. This Privacy and Cookie Policy explains what information we collect about you and what we do with it. Please take a few minutes to read it.

WHAT TYPE OF DATA DO WE COLLECT ABOUT YOU?

Personal data relating to Internet users viewing the Site may be collected through the Site on each of the following occasions:

- data regarding navigation may be collected by our web servers or by cookies when you are browsing the Site;
- data regarding your identity and email address may be collected when you send an email to us through the Site (if you choose to do so), for instance via the 'Contact' page or where you submit an Order Form in accordance with our Terms and Conditions;
- data regarding your identity may be collected by the Site on registration for online ordering.

Upon collection the personal data will be stored for as long as is reasonably necessary to provide goods and services, including after sales services to you, in accordance with our Terms and Conditions.

WHAT IS A COOKIE?

A cookie is a tiny element of data that is stored on your computer's hard drive by your web browser when you access a website. The Site makes use of the following types of cookie technology:

A "Session cookie", which contains a random ID number automatically allocated to your computer by the webserver for the duration of your visit. It is meant to make your use of the Site faster and easier. It will be deactivated after thirty minutes of inactivity on the Site and will be automatically removed from your computer when you close your browser.

A "Script generated cookie" is automatically allocated to your computer when you register to access any restricted areas of the Site and on each subsequent visit. It only contains an identifier which will enable the Site to identify you as a registered user so that you do not have to identify yourself again while you move from one server to another during your visit. It will remain on your computer after your visit until you remove it. It will be placed again at your next visit.

Third-Party Cookies

We may use third-party advertising companies or affiliates to display advertisements on our website. These third-party advertising companies or affiliates may separately place or recognise a cookie file on your browser in the course of delivering advertisements to the Site. We cannot see the information collected or stored in third party cookies. We do not provide personal data about you to these third party advertisers or affiliates or to any other third party. You do not have to agree to the use of cookies. For information on how to reject cookies, see below Removing and Disabling Cookies Section. However, in order to use the payment section of the Site, we recommend that you do not block the recording of cookies on your computer.

REMOVING AND DISABLING COOKIES

If you don't want us to place cookies on your computer at all, you can set your browser

to disable or reject cookies. This will mean that no websites will be able to place cookies on your computer. You can do this by adjusting the preferences within your browser. This may mean, however, that you will not be able to enjoy full use of all parts of the Site. If you want to remove previously-stored cookies, you can manually delete the cookies at any time. This will not prevent websites from placing further cookies on your computer. To find out exactly how to disable/remove, please go to <http://www.aboutcookies.org/>

WHAT WE DO WITH THE INFORMATION WE COLLECT ABOUT YOU DATA COLLECTED BY WEB SERVERS AND COOKIES

The web servers that serve the Site collect the IP address of users who visit the Site, their Site navigation information (page requested, time of request, browser type and server response) as well as the user name if the user has registered to any restricted areas of the site. This information is regularly aggregated and de-identified so that the number of visits to the Site and its pages, the average time spent on the Site and the pages viewed, etc., can be measured and analysed to improve our product offerings and marketing approach and to improve the Site's content and functionality. This information will not be used to create individual visitors' profiles. We will not track the individual navigation of visitors, except in the very limited cases where a visitor faces navigation problems which require a technical intervention to correct the problem or to detect potential intrusions.

DATA COLLECTED ON SENDING AN EMAIL TO THE OWNER

You may want to send an email to us through the Site, for instance via the 'Contact' pages. By doing so, you will provide us with basic information about yourself, such as your email address, telephone numbers, your name, and your query. We will not use the information you provide when sending us emails for purposes other than responding to your message, handling your query or your Order, updating you with information on our latest products and services, analysing your feedback and/or suggestions and for improving the Site. Except if provided to others, as set out below, the supplied data will be kept on the Site's secured servers and computer systems, protected from outside intrusions.

TRANSFER OF THE DATA COLLECTED VIA THE SITE TO THIRD PARTIES

Data collected by web servers and cookies are not transferred to any third parties. Data collected on sending an email may be provided, to the extent necessary to handle an Order, to our offices (including those of our affiliates, agents or representatives) as well as vendors whose assistance is needed to handle your query. Data collected through the Site may also be transferred to others from time to time in the following cases as needed to perform the data processing purposes described in this Policy:

- at your request, on your order or subject to your prior agreement, to recipients specified by you;
- to authorised third parties in compliance with our statutory or regulatory obligations;
- to recipients who are operators acting on our behalf in their capacity as agent, authorised proxy, sub-contractor, service provider or in any other capacity, including suppliers in charge of hosting or maintaining the site;
- other third party businesses selected by us for the purposes of direct marketing, if you tick in the relevant box on the "Cardholder Details Page" page;
- in case of a change of control or acquisition or the whole or part of the assets or business, the data collected through this site will be transferred to the acquiring entity.

SUBJECT ACCESS RIGHTS

At law you have the following rights:

- a subject access right which enables you to be told whether we hold any personal data about you and to obtain a copy of that information;
- a right to get personal data relating to you rectified, completed, updated, blocked or

erased when incomplete, unclear, obsolete or processed unlawfully;

• a right to object to the processing of data relating to you on legitimate grounds and a right to object free of charge to the use of data for solicitation purposes.

We will comply with such rights as provided under applicable law. If you wish to exercise your subject access right, please contact us in writing at the address set out on the Site with sufficient information to identify yourself and the information you require. We will respond to your request within 40 days. We reserve the right to charge £20 for complying with a subject access request.

SECURITY

Except if provided to others in the circumstances set out in this Policy, the data supplied by you will be kept on the Site's secured servers and computer systems, protected from outside intrusions.

LINKS FROM THE WEBSITE TO OTHER WEBSITES

The Site may contain links to the websites of our business partners, advertisers or other third parties. We do not control the privacy policies or the terms of use of the websites reached through the links from the Site. These may differ from the policy and terms of use of the Site. You will need to determine if they are acceptable to you and your Company. We accept no responsibility for the content or the privacy practices employed by such other websites.

CHANGES TO THIS PRIVACY AND COOKIE POLICY

We reserve the right to make changes to this Policy from time to time and reserve the right to do so. Any changes to the Policy will appear on this page, which you should check from time to time. By continuing to use the site you are deemed to accept changes to this Policy.

CONTACTING US

If you have any questions about any aspect of this Policy or want to discuss how we handle your data you can contact us by email, post or telephone.

Terms of Service

By using our internet service, you hereby expressly acknowledge and agree that there are significant security, privacy and confidentiality risks inherent in accessing or transmitting information through the internet, whether the connection is facilitated through wired or wireless technology. Security issues include, without limitation, interception of transmissions, loss of data, and the introduction of viruses and other programs that can corrupt or damage your computer.

Accordingly, you agree that the owner and/or provider of this network is NOT liable for any interception or transmissions, computer worms or viruses, loss of data, file corruption, hacking or damage to your computer or other devices that result from the transmission or download of information or materials through the internet service provided.

Use of the wireless network is subject to the general restrictions outlined below. If abnormal, illegal, or unauthorized behaviour is detected, including heavy consumption of bandwidth, the network provider reserves the right to permanently disconnect the offending device from the wireless network.

Examples of Illegal Uses

The following are representative examples only and do not comprise a comprehensive list of illegal uses:

1. Spamming and invasion of privacy - Sending of unsolicited bulk and/or commercial messages over the Internet using the Service or using the Service for activities that invade another's privacy.

2. Intellectual property right violations - Engaging in any activity that infringes or misappropriates the intellectual property rights of others, including patents,

copyrights, trademarks, service marks, trade secrets, or any other proprietary right of any third party.

3. Accessing illegally or without authorization computers, accounts, equipment or networks belonging to another party, or attempting to penetrate/circumvent security measures of another system. This includes any activity that may be used as a precursor to an attempted system penetration, including, but not limited to, port scans, stealth scans, or other information gathering activity.

4. The transfer of technology, software, or other materials in violation of applicable export laws and regulations.

5. Export Control Violations

6. Using the Service in violation of applicable law and regulation, including, but not limited to, advertising, transmitting, or otherwise making available ponzi schemes, pyramid schemes, fraudulently charging credit cards, pirating software, or making fraudulent offers to sell or buy products, items, or services.

7. Uttering threats;

8. Distribution of pornographic materials to minors;

9. and Child pornography.

Examples of Unacceptable Uses

The following are representative examples only and do not comprise a comprehensive list of unacceptable uses:

1. High bandwidth operations, such as large file transfers and media sharing with peer-to-peer programs (i.e. torrents)

2. Obscene or indecent speech or materials

3. Defamatory or abusive language

4. Using the Service to transmit, post, upload, or otherwise making available defamatory, harassing, abusive, or threatening material or language that encourages bodily harm, destruction of property or harasses another.

5. Forging or misrepresenting message headers, whether in whole or in part, to mask the originator of the message.

6. Facilitating a Violation of these Terms of Use

7. Hacking

8. Distribution of Internet viruses, Trojan horses, or other destructive activities

9. Distributing information regarding the creation of and sending Internet viruses, worms, Trojan horses, ping, flooding, mail-bombing, or denial of service attacks. Also, activities that disrupt the use of or interfere with the ability of others to effectively use the node or any connected network, system, service, or equipment.

10. Advertising, transmitting, or otherwise making available any software product, product, or service that is designed to violate these Terms of Use, which includes the facilitation of the means to spam, initiation of ping, flooding, mail-bombing, denial of service attacks, and piracy of software.

11. The sale, transfer, or rental of the Service to customers, clients or other third parties, either directly or as part of a service or product created for resale.

12. Seeking information on passwords or data belonging to another user.

13. Making unauthorized copies of proprietary software, or offering unauthorized copies of proprietary software to others.

14. Intercepting or examining the content of messages, files or communications in transit on a data network.