

Privacy Policy

Marcliffe Hotel & Spa Limited acts as an agent for the Marcliffe Hotel Limited.

Marcliffe Hotel Limited ("we", "our", "us") is committed to protecting and respecting your privacy online. This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

What Information Do We Collect About You?

We collect information about you when you make a booking with us at one of our venues or if you register for our database. We also collect information when you voluntarily access our Wi-Fi at one of our venues, complete guest surveys or participate in competitions. You may also provide us information by filling in a form on our website or by corresponding with us by phone, e-mail or otherwise. The information you give us may include your name, address, e-mail address, phone number, financial and credit card information. Website usage information is collected using cookies.

How Will Your Information Be Used When Making A Reservation?

Our hotel reservation system is provided by Opera. When making a reservation with us, your details will automatically be provided to our booking systems, which may use your information to contact you about your upcoming booking, and request feedback. At the time of booking guests are given the option of whether they would like to be added to our email database to receive future marketing correspondence. If a guest has not opted in to receive email marketing, they will not be added to our database and will not receive correspondence from Marcliffe Hotel Limited that does not directly relate to their booking.

How Will Your Information Be Used When You Access Our Wi-Fi?

Our venue use guest Wi-Fi portals provided by Marcliffe Hotel Limited. In connecting to Wi-Fi in one of our venues, guests provide information to Wi-Fi Portals through either a login form or by signing in using a social media channel. Marcliffe Hotel Limited has access to analytics software provided by the Wifi Portals to understand the demographic of visitors to our Property. At the time of accessing our Wi-Fi guests are given the option of whether they would like to be added to our email database to receive future marketing correspondence. If a guest has not opted in to receive email marketing they will not be added to our database and will not receive correspondence from Marcliffe Hotel Limited that does not directly relate to their booking.

Information We May Collect When You Use Our Website?

Our venues' website maintenance and hosting services are provided by Martin N Snape Consulting Ltd . We use strictly necessary and functional cookies to enable you to move around the site and to provide basic features. Tracking and performance cookies are used to provide a better overall user experience. Below are the types of cookies present on our websites: Top of Form

1. Strictly necessary cookies

Some cookies are strictly necessary in enabling you to move around this website and use its most basic features.

2. Tracking and other optional cookies

We use performance and tracking cookies internally to enable us to provide you with a better user experience. Information supplied by these cookies helps us understand how our visitors behave on this website, track unique visitors or time spent on the site, and on different web pages so that we can improve how we present content to you.

Our websites use analytical software, provided by Google Analytics. Google Analytics also uses cookies to track and monitor your engagement and usage of the website. Google Analytics does not collect, save or store personal data. The software allows The Marcliffe Hotel Limited better to understand visitor usage of our websites, capture generic data about our users and to improve our sites.

Information provided by filling in a form on our website or by corresponding with us by phone, e-mail or otherwise, will only be used for the purpose regarding the correspondence. Guests who provide information in such a way will not be signed up to our database, unless they have specifically requested to do so.

Email Marketing

We will circulate email newsletters and offers programs . Guests can consent to receive email marketing either by subscribing through our websites, or by opting in to receive email marketing when making a reservation, or when logging in to our Wi-Fi. If you have signed up to our email newsletter, you may opt out at a later date. If you no longer wish to be contacted for marketing purposes there is an unsubscribe option at the bottom of any email marketing that we send.

Email marketing campaigns sent by our venues may contain tracking capability to analyse and evaluate subscriber activity. Subscriber activity evaluated may include the opening of emails, the clicking of links within emails and the frequency of such activities.