

Compass Hotels Ltd – Privacy Policy:

Compass Hotels Ltd is dedicated to providing first-rate service to all of its customers, to include respect for their concerns about privacy. We have prepared this statement to advise you of the privacy principles by which we operate our website and our hotels, the collection and use of information from them.

Visitors browsing our website do so in the knowledge that to enable us to monitor and improve our website, we gather and record on our servers certain aggregated information about you when you use it, including without limitation, details of your operating system, browser version, domain name and IP address, the URL you came from and go to and the parts of our website you visit. Such information is primarily used to provide you with an enhanced on-line experience. We may aggregate statistics, responses to any surveys and questionnaires, traffic patterns and related site information and disclose such aggregate data to third parties for marketing, advertising or other promotional purposes but such aggregate data will not include any personal information.

We use cookies (small files which are stored on your hard drive by our browser) to monitor your use of the website during the time you access it. However we do not use the information these cookies collect at any point after you have stopped accessing the website.

When we need to collect personal information from you, we will request that you voluntarily supply only that which we require. For example, if you wish to make a reservation at our hotel, we will ask you for information such as name, address, telephone number, e-mail address, credit card type, credit card number, expiry date and room preference etc., in order to administer your reservation. We then use your e-mail address, home or business address to confirm your reservation and, if needed, we may use the other information to contact you for assistance in processing the booking. Where it is appropriate for the hotel to take a payment from you for your stay or in advance of this, we will use your name, address, credit card details and may use your telephone number and e-mail address to process and confirm your payment. On-line reservations are handled through third party agents. There is a direct link from this site to Best Western hotels for on line bookings. The privacy statement for Best Western hotels can be seen by clicking [here](#). Some agents take credit card details and may charge your card at the time of booking, before arrival or after departure, subject to their terms and conditions. Compass Hotels Ltd cannot be held liable for any errors in charges or mishandling of information by these third parties.

Save in the event of a transfer of ownership or management of any of our hotels or in order to comply with the law or demand of a regulatory authority, Compass Hotels Ltd will not vend, trade, sell, rent or release such information to persons outside of the hotel, for their use without your approval and providing you with the opportunity to opt-out.

You can opt out of receiving communications from us by sending an e-mail to headoffice@compasshotels.ltd.uk at any time or using the unsubscribe option on e-mail communications.

Should you choose to leave Compass Hotels site via links to other sites, Compass Hotels will not be responsible for the privacy policies or content of those sites, nor is Compass Hotels responsible for any cookies such sites might leave on your computer's hard drive.

Compass Hotels will only send you e-mail communications that we believe will be of use to you and that you might want to receive. When you subscribe to our e-mail communications, by providing your e-mail address and opting in, we may periodically communicate with you via e-mail and provide information about special offers and promotions at our hotels that may be of interest to you. If you do not wish to receive such e-mail information please contact us direct or unsubscribe from the service.

Compass Hotels Ltd and its subsidiaries will only disclose personal information when required by law, a regulatory authority or in the event of a change of ownership / management of their hotels or in the (good faith) belief that such action is crucial to investigate or protect against any unsafe activities to the Company, its guests, visitors, employees, or property (to include this website), or to others.

Your privacy concerns are very important to us. We sincerely hope that this privacy statement has been of assistance to you. If after reviewing this Statement you have any questions or privacy concerns please send an e-mail to headoffice@compasshotels.ltd.uk

Compass Hotels Ltd:

Registered number: 1707456

Registered office: 1st Floor, Suite 2, Tollgate House, 69/71 High Street, Harpenden, Herts AL5 2SL. ☎: 01582 763 893.

Subsidiaries, all registered at the above address:

Compass Hotels (Bath) Ltd, trading as The Abbey Hotel

Manor House (Alsager) Ltd, trading as Manor House Hotel

Compass Hotels (Stansted) Ltd, trading as Stansted Manor Hotel

Compass Hotels (Management Services) Ltd