Website Terms, Privacy & Cookie Notice

For www.three-horse-shoes.co.uk and website-originated enquiries and reservations

Version	2.0	**Status**	Ready for publication after cookie configuration check
Document owner	Robbie Green	**Audience**	Website users
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Separate booking contract
These website terms govern use of the website. Hotel bedroom bookings are governed by the Hotel Booking Terms and House Rules presented through the relevant booking channel. Restaurant or other services may have separate terms shown when booked.

Part A - Website terms of use

1. About us and these terms

This website is operated for Robbie Green, Stephen Green, Linda Green & Ryan Green, trading in partnership as Three Horseshoes Hotel, at Three Horseshoes Hotel, 7 Galgate, Barnard Castle, DL12 8EQ, United Kingdom. Contact: info@three-horse-shoes.co.uk | 01833 631777. These terms apply to use of https://www.three-horse-shoes.co.uk/. By using the site, you agree to comply with them.

2. Website information and bookings

- We take reasonable care over website information but availability, menus, prices, facilities and opening arrangements may change. Confirm time-sensitive or accessibility information directly before relying on it.
- A room, table or service is not booked merely because you submit an enquiry. A contract is formed only when the hotel or the relevant booking platform confirms it under the terms shown before booking.
- The booking facility may be supplied by Eviivo or another booking platform. Its own terms and privacy information may apply to its processing and services.
- Links to third-party sites are provided for convenience. We are not responsible for their content or availability and a link is not an endorsement.

3. Acceptable use

Do not misuse the site, attempt unauthorised access, introduce malicious code, scrape it excessively, infringe rights, impersonate another person, or send unlawful, abusive, misleading or irrelevant material. We may restrict access or remove content where reasonably necessary.

4. Intellectual property

Unless stated otherwise, the website content is owned by or licensed to the hotel. You may view and print reasonable extracts for personal, non-commercial use. Do not reproduce, republish, sell, frame or systematically extract content without permission, except where law allows.

5. Availability and liability

We do not promise uninterrupted or error-free access and may suspend or change the site. We are responsible for loss that is a foreseeable result of our breach or negligence, subject to applicable law. We do not exclude or limit liability where it would be unlawful, including liability for death or personal injury caused by negligence, fraud, or rights that consumers cannot waive. We are not responsible for business losses arising from consumer use of the site or for events outside reasonable control.

6. Governing law and changes

English law applies. Consumers may bring proceedings in the courts available under applicable consumer law. If part of these terms is unenforceable, the rest remains effective. We may update the terms prospectively; the current version and issue date appear above.

Part B - Website privacy notice

7. Controller and contact

Robbie Green, Stephen Green, Linda Green & Ryan Green, trading in partnership as Three Horseshoes Hotel is the controller for the hotel's website enquiries, direct communications and reservations described here. Contact Robbie Green at info@three-horse-shoes.co.uk, 01833 631777, or Three Horseshoes Hotel, 7 Galgate, Barnard Castle, DL12 8EQ, United Kingdom.

8. Information and sources

- Contact and enquiry details submitted through the website, email, telephone or social-media pages.
- Room-booking information received through Eviivo, an online travel agent or another person booking for you.
- Restaurant/table reservation details, requested date/time, party size and service notes.
- Technical data such as IP address, device/browser information, security logs and cookie choices.
- Reviews, comments or messages you choose to post or send, and relevant complaint or incident information.

9. Purposes and lawful bases

Purpose	Lawful basis
Respond to enquiries and manage requested room/table reservations	Steps before contract; contract; legitimate interests for efficient service
Operate, secure and troubleshoot the website	Legitimate interests; legal obligation where applicable
Manage comments, reviews, complaints and legal claims	Legitimate interests; legal claims where relevant
Comply with accounting, legal and regulatory duties	Legal obligation
Optional analytics or similar non-essential cookies	Consent, obtained through the cookie controls before activation

We do not currently use guest contact details for promotional email or text marketing. A future marketing use would require a separate compliance review and updated information.

10. Sharing and international processing

Information may be shared where necessary with authorised hotel staff, Eviivo and booking platforms, website/email/IT providers, payment providers, Allen Sykes Accountants, insurers, advisers, police, regulators and courts. Some providers may process information outside the UK. Where a restricted transfer is our responsibility, an applicable UK adequacy regulation, contractual safeguard or other lawful mechanism is used.

11. Retention

Information	Normal retention
Website or email enquiry not becoming a booking	12 months after last contact
Room booking and transaction	6 years after the end of the financial year of the stay/transaction
Table reservation	12 months after reservation date
Complaint, incident or dispute	6 years after closure, longer while active

Information	Normal retention
Website security logs	Normally 12 months
Cookie consent record	Duration of consent plus 2 years

12. Your rights and complaints

Depending on the circumstances, you may have rights of access, correction, erasure, restriction, objection, portability and withdrawal of consent. Contact us using section 7. We normally respond within one month, subject to lawful extensions and exemptions.

For a data-protection complaint, contact us. We will acknowledge it within 30 days, investigate appropriately and communicate the outcome without undue delay. You may also complain to the Information Commissioner's Office at https://ico.org.uk/make-a-complaint/ or 0303 123 1113.

Part C - Cookie notice

13. What cookies are

Cookies and similar technologies store or read small pieces of information on a device. Some are necessary for a website or booking function; others, such as analytics, require a choice before use.

14. Our approach

- Strictly necessary cookies may operate without consent where needed for security, navigation, booking-session continuity or recording cookie preferences.
- Non-essential analytics, advertising or similar cookies must remain off until you choose them through the cookie banner or settings tool.
- Withdrawing consent must be as easy as giving it. Use the "Cookie settings" control on the website to change your choice; browser controls can also delete or block cookies, although essential features may then fail.
- Third-party booking content, including Eviivo, may set cookies when its service is opened or used. Its current cookie/privacy information also applies to its own processing.

15. Cookie categories

Category	Purpose	Choice / typical duration
Strictly necessary	Security, load balancing, booking session and remembering cookie choices	Always active where essential; session or limited persistent period
Functional	Optional convenience features or embedded content	Consent where not essential; duration shown in cookie settings
Analytics	Measure visits and improve the site	Off until consent; duration shown in cookie settings
Advertising / social tracking	Cross-site advertising or profiling	Not used unless specifically listed and consented to

The website's live cookie-settings panel should list the current cookie name, provider, purpose and duration. Because suppliers may change cookies, the hotel must run a cookie scan and update that list before publication and after material website changes.

Part D - Contact and updates

Questions about the website, privacy or cookies: info@three-horse-shoes.co.uk | 01833 631777 | Three Horseshoes Hotel, 7 Galgate, Barnard Castle, DL12 8EQ, United Kingdom. We review this document annually and when the website, booking provider, cookies or legal requirements change.

Document control and change history

Version	Date	Change	Owner
2.0	11 November 2026	Replaced outdated combined document with balanced website terms, broader website/table/social privacy coverage, current retention and complaints wording, and consent-based cookie notice.	Robbie Green
1.x	Superseded	Previous combined T&C/privacy PDF archived.	Robbie Green

Review this document annually, after a relevant incident or complaint, and whenever systems, suppliers, legal requirements or business practices change.