

Please read the following important terms and conditions, together with our Privacy Policy <https://www.britanniahotels.com/privacy-cookie-policy> before you access and use the wi-fi. They set out important information about your and our rights and obligations.

If you do not agree to these terms, you may not access and use the wi-fi.

1 About us

- 1.1 We are Britannia Hotels No.2 Limited, a company registered in England and Wales under company number 08478476. Our registered office is at Halecroft, 253 Hale Road, Hale, Cheshire, WA15 8RE.

2 These terms

- 2.1 In these terms, '**we**', '**us**' or '**our**' means Britannia Hotels No.2 Limited and '**you**' or '**your**' means the person accessing and using our wi-fi hotspot service (**hotspot service**).
- 2.2 These terms set out the rules which govern your access to and use of the hotspot service.
- 2.3 Use of the hotspot service is only permitted where you follow all of the rules set out in these terms.
- 2.4 You should read these terms carefully before using the hotspot service.
- 2.5 These terms are supplemental to any the terms and conditions set out by the Wi-Fi operator.
- 2.6 Should any of the terms set out by the Wi-Fi operator conflict with these terms and conditions, these terms and conditions shall prevail.

3 The hotspot service

- 3.1 To access the hotspot service, you need a device with wireless capabilities, such as a smartphone, laptop or tablet, that has a web browser. Please check that your device is compatible before attempting to use the hotspot service.
- 3.2 To use the hotspot service, your device must be within range of our wireless local area network (WLAN). You are likely to be in range when you are on our premises.
- 3.3 The hotspot service is designed for typical usage, including accessing emails, browsing the internet and using apps.
- 3.4 We may restrict access to certain content at our sole discretion and the viewing or posting of any illegal, harmful, or threatening content will be considered a serious breach of these terms.
- 3.5 We do not control or review the content of any website, email, or other material created or accessible over or through the hotspot service.

4 Registration and security

- 4.1 To use the hotspot service, you must register your email on our website.
- 4.2 We are not obliged to permit anyone to register on our website and we may refuse registration at any time.
- 4.3 Any personal information you provide to us as part of the registration process will be processed in accordance with our Privacy Policy available at <https://www.britanniahotels.com/privacy-cookie-policy>.

5 Our right to end the contract

- 5.1 If we have reason to believe that you have breached these terms, we may terminate access to the hotspot service immediately.

6 Availability and security

- 6.1 We cannot guarantee that the hotspot service will be available at any given time or at a particular speed, that access to the hotspot service will be free from malware, any bugs or omissions, or that it will be uninterrupted or error-free. For example, the hotspot service may be temporarily unavailable while we carry out maintenance, or for other technical reasons. Where this happens, we will try to make the hotspot service available again as soon as the issue has been fixed.
- 6.2 The hotspot service is public and the internet connection may not be secure. We recommend that you do not upload any personal or confidential information while accessing the hotspot service as this information may be visible to the public and may not be completely secure.
- 6.3 In certain circumstances beyond our reasonable control, for example where there has been a change in law, we may need to suspend or permanently cease providing the hotspot service. Where your use of the hotspot service is affected, we will notify you by email.
- 6.4 We are not liable to you for any losses you incur as a result of any circumstances beyond our reasonable control (for example, network failures, power outages).

7 Faulty hotspot service

- 7.1 We will use reasonable endeavours to supply the hotspot service to you with reasonable care and skill.
- 7.2 Please contact the Wi-Fi operator if you become aware of any faults with the hotspot service.

8 Privacy and your personal information

- 8.1 Protecting your personal information is important to us. Our **Privacy Policy** (<https://www.britanniahotels.com/privacy-cookie-policy>) explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to it and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information.

9 Acceptable use

- 9.1 You must not use the hotspot service to do or attempt to do any of the following:
- 9.1.1 break the law or solicit, encourage or otherwise be involved in or undertake any unlawful activity whatsoever;
 - 9.1.2 view, send, receive or upload anything that is (or might be considered to be) harmful, defamatory, threatening, offensive, obscene or discriminatory;
 - 9.1.3 infringe our or anyone else's intellectual property rights (for example, by using or uploading someone else's content);
 - 9.1.4 transmit any harmful software code (such as viruses);
 - 9.1.5 gain unauthorised access to computers, data, systems, accounts or networks;
 - 9.1.6 deliberately disrupt the operation of anyone's website, app, server or business; or
 - 9.1.7 interfere with, or attempt to circumvent, any security measures operating in relation to the hotspot service, including by causing any equipment used by the hotspot service to operate other than as intended.
- 9.2 You must not allow any unauthorised person to access the hotspot service for any purpose.

10 External services

- 10.1 The hotspot service may enable you to access services and websites that we do not own or operate (referred to below as external services).
- 10.2 We are not responsible for examining or evaluating the content or accuracy of external services. Before using them, make sure you have read and agreed to the terms on which they are being offered to you, including the way in which they may use your personal information.
- 10.3 You must not use external services in any way that:
- 10.3.1 is unlawful;
 - 10.3.2 is inconsistent with these terms or with the terms of the external services; or

10.3.3 infringes our intellectual property rights, or the intellectual property rights of any third party.

10.4 From time to time, we may change or remove external services without notice to you.

11 Our responsibility to you

11.1 We are not liable to you for any loss or damage, or for any loss or damage not caused by our breach or negligence, or for any business loss or damage.

11.2 Nothing in these terms excludes or limits our liability for any death or personal injury caused by our negligence, liability for fraud or fraudulent misrepresentation, or any other liability that the law does not allow us to exclude or limit.

12 Failures of networks or hardware

12.1 We rely on a number of things working properly to enable you to enjoy the service. Many of these, such as the connection speed and your device, are entirely outside of our control. Although we will do everything we reasonably can to resolve issues, we are not responsible to you if you are unable to use the hotspot service due to components in your device (such as a faulty internet capability) or anything else that is reasonably outside of our control.

13 No third party rights

13.1 No one other than us or you has any right to enforce any of these terms.

14 Transfer of rights

14.1 We may transfer our rights under these terms to another business without your consent, but we will notify you of the transfer and ensure that the transfer will not affect your rights under these terms.

14.2 You are not allowed to transfer your rights under these terms to anyone without our prior written consent.

15 Complaints

15.1 If you are unhappy with the wi-fi hotspot service, please contact us via our website - <https://www.britanniahotels.com/contact-us>

16 Governing law and jurisdiction

16.1 The laws of England apply to these terms.