The Pool Hall
Hitchin

59–61 Knowl Piece, Wilbury Way, Hitchin SG4 0TY
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THE SMALL PRINT

Policies

Clear, fair and easy to read. How cancellations and refunds work, and how we look after your information.

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POLICY 01

Refunds & cancellations

Plans change, and now and then things don't go to plan. Here's exactly where you stand.

24 HOURS

Cancel a table 24 hours or more ahead for a full refund or credit.

7 DAYS

Give 7 days' notice and an event deposit can move to a new date, once.

100 %

If we ever have to cancel your event, you get a full refund or a new date.

01 General policy

All sales are final. We understand that plans change and issues can come up, so we offer refunds or credit in the situations set out below. Nothing in this policy affects your statutory rights.

02 Table and area bookings

24 hours or more before your booking	Full refund, or full credit towards a future booking.
Less than 24 hours before	No refund. Credit may be offered at management's discretion.
No-shows	No refund or credit.

03 Events, parties and group bookings

A non-refundable deposit is needed to secure every event or party booking. If you need to cancel:

- **With 7 or more days' notice**, your deposit can be moved to a new date once.
- **With less than 7 days' notice**, the deposit is forfeited.

If we need to cancel or reschedule your event for any reason, you'll receive a full refund or the option to move to a new date.

04 Food and drink

Food and drink purchases are non-refundable unless:

- the item is incorrect
- the item is not as described, or
- there's a problem with its quality.

Please raise any concerns at the time of service so we can put things right straight away.

05 Memberships and promotions

Memberships and promotional offers are non-refundable once activated.

Free memberships given as part of a promotion (for example, our first 100 members) have no cash value.

06 Competitions and tournaments

Entry fees are non-refundable once a competition has begun.

If you withdraw before the draw is made, a refund or credit may be offered at management's discretion.

07 Faulty equipment or service issues

If your booking is affected by an equipment fault or an operational issue, such as a problem with your table, we will:

- move you to another table where possible, or
- offer a partial refund or credit for the time affected.

08 Management discretion

We look at every situation individually and may offer a refund or credit outside these terms where it's fair to do so.

Need to cancel, or something not right?

Call 01462 656041, email thepoolhall@mail.com or send us a message and we'll sort it.

POLICY 02

Privacy

We're committed to protecting your personal information and respecting your privacy. This policy explains what we collect, how we use it and the rights you have under UK data protection law: the UK GDPR and the Data Protection Act 2018. It applies whenever you use our website or services.

0 DATA SOLD

We never sell your personal data.

0 TRACKING COOKIES

This website doesn't use advertising or tracking cookies.

6 RIGHTS

From seeing your data to having it deleted, you stay in control.

01 Who we are

The Pool Hall Limited (company number 16142121)
59–61 Knowl Piece, Wilbury Way, Hitchin, SG4 0TY
Email: thepoolhall@mail.com

We are the data controller responsible for your personal information.

02 Information we collect

We may collect and store the following types of information.

Information you give us

- Your name
- Email address
- Phone number
- Address
- Booking details
- Payment information, which is processed securely by our payment provider. We never store card details.
- The details of any enquiry or message you send us

Information collected automatically

When you visit our website, our hosting provider automatically records technical details to deliver the site and keep it secure, such as:

- IP address
- Browser type
- Device information

See section 5 for how cookies are used.

Social media

If you contact us through Facebook, Instagram or another platform, we may collect the information you share with us there.

03 How we use your information

We only use your data when we have a valid legal reason to: to carry out a booking you've made, for our legitimate interest in running and improving the venue, because you've given your consent, or because the law requires it. This includes:

- Processing and managing table and event bookings
- Responding to enquiries
- Providing customer support
- Sending important service updates
- Marketing our events, competitions and offers (only with your consent)
- Improving our website and your experience
- Keeping records for business and legal purposes

04 Marketing

We'll only send you marketing emails or messages if:

- you've opted in, or
- you're an existing customer and we're telling you about similar services.

You can unsubscribe at any time using the link in our emails, or by contacting us directly.

05 Cookies

This website doesn't use advertising, analytics or tracking cookies, so there's no cookie banner to click through.

Our hosting provider may set a strictly necessary cookie that helps protect the site from bots and attacks. It isn't used to track you.

If you follow a link from our website to our booking system, Google Maps or our social media pages, those sites may set their own cookies under their own policies.

You can control or clear cookies at any time in your browser settings.

06 Sharing your information

We do **not** sell your personal data. We may share your information with:

- Trusted service providers, such as our booking system, email and form services, and payment processors
- IT, website and hosting providers
- Legal or regulatory authorities, if the law requires it

Everyone we share data with must keep it secure and use it only for the purpose we specify.

07 Data storage and security

We take appropriate security measures to protect your personal data from loss, misuse, unauthorised access and alteration.

Your information is stored securely in the UK, or in approved locations outside the UK with appropriate protections in place.

08 How long we keep your data

We keep personal data only for as long as we need it. For example:

Booking and transaction records, for accounting and legal purposes	**Typically 6 years**
Enquiries	**Usually up to 12 months**
Marketing data	**Until you unsubscribe**

09 Your rights under UK GDPR

You have the right to:

- access the personal data we hold about you
- ask us to correct inaccurate information
- ask us to delete your data (in certain cases)
- object to, or restrict, how we process your data
- withdraw your consent at any time
- ask us to transfer your data to another organisation.

To use any of these rights, contact us using the details in section 12.

If you're unhappy with how we've handled your data, you can complain to the Information Commissioner's Office (ICO) at ico.org.uk. We'd appreciate the chance to put things right first, so please get in touch with us.

10 Third-party links

Our website links to other websites, such as our booking system and social media pages. We're not responsible for their content or privacy practices.

11 Changes to this policy

We may update this policy from time to time. The latest version will always be on our website, with the date it was last updated shown at the top of this page.

12 Contact us

If you have any questions, concerns or requests about your personal data, please contact:

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59–61 Knowl Piece, Wilbury Way, Hitchin, SG4 0TY
Email: thepoolhall@mail.com
Phone: 01462 656041