

Stubbings Events Terms & Conditions:-

Please check tickets upon printing as mistakes cannot always be rectified.

Entry is upon presentation of a valid ticket only. Please ensure you note the entry time. Unless otherwise stated, and where applicable seating is offered on a first come, first served basis. Please note that if you arrive late you risk not being able to enter the event.

We reserve the right to refuse admission to any ticket holder if, in our reasonable opinion, admission of the ticket holder might be a risk to the safety of the audience and/or our employees, and/or affect the enjoyment of the audience by way of being a nuisance, annoyance or otherwise.

We reserve the right to alter the advertised programme owing to any unforeseen or unavoidable circumstances and no refunds, exchanges or alternative use of tickets shall be offered or made available in such circumstances.

The tickets are non-refundable and may not be exchanged nor money refunded after purchase.

Tickets may not be used for advertising, promotion (including contests and sweepstakes) or for any other trade purposes (save as expressly authorised by the Stubbings Nursery Ltd).

In order to provide you with the best service we can, we collect certain personal information about you. When you book tickets, we may need to collect information about you to process the transaction and fulfil your order. This information may include, but is not limited to, email details such as your name, your address, your credit card details and your email address.

If you opt in to receive our regular Newsletter, we will keep you informed about events, news and offers, which we think will be of interest to you.

We may also use your information to process any transactions you undertake with us and for internal administration and analysis. We do not sell, rent or trade your personal information to third parties for marketing purposes. See our **Privacy Policy** for more information.

Questions relating to our Terms & Conditions should be emailed to: info@stubbingsnursery.co.uk

Customer Privacy Policy

May 2018

This Privacy Policy sets out how we use and protect personal data we collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

It's likely that we'll need to update this Privacy Policy from time to time. We'll notify you of any significant changes, but you're welcome to come back and check it whenever you wish.

Who we are

When we say 'we', we mean **Stubbings Nursery Ltd** (Stubbings Lane, Maidenhead, Berks SL6 6QL). Stubbings Nursery Ltd is the 'data controller' for the data you provide. This means we're responsible for deciding how we use your data.

We're committed to ensuring that your privacy is protected. Should we ask you to provide data by which you can be identified, then you can be assured that it will only be used in accordance with this Privacy Policy.

When do we collect your data?

- When you create an account with us.
- When you purchase a product or service in store or by phone but don't have (or don't use) an account.
- When you join our Loyalty Card scheme.
- When you ask us to email you information about a product or service.
- When you enter prize draws or competitions.
- When you book any kind of appointment with us or book to attend an event.
- When you make contact with us.

How we'll use your data

We'll collect data about you to process your enquiry and, if you agree, to email you our regular Newsletter.

We'll use it to provide any products and services you've requested and other purposes e.g.:

- to confirm your identity and address,
- to carry out your instructions,
- to improve our service,
- to offer you other services we believe may benefit you unless you ask us not to.

We will not share your data for marketing purposes with other companies.

How long we'll keep your data

We'll keep your data for as long as you have a relationship with us or until you ask us to delete your data.

We store your data on our secure server and your data is not transferred outside of the UK.

Access to your data and correction

You have the right to request a copy of the data that we hold about you. If you would like a copy of some or all of your personal data, please email us at info@stubbingsnursery.co.uk

We want to make sure that your personal data is accurate and up to date. You may ask us to correct or remove data you think is inaccurate.

Security

We are committed to ensuring that your data is secure. In order to prevent unauthorised access or disclosure, have put in place suitable physical, electronic and managerial procedures to safeguard and secure the data we collect.

How to contact us

Please contact us if you have any questions about our Privacy Policy or data we hold about you by email; info@stubbingsnursery.co.uk or writing to us; Data Protection Officer, Stubbings Nursery Ltd, Stubbings Lane, Maidenhead, Berks SL6 6QL