

## **Terms And Conditions**

### **1. What's in these terms?**

These terms tell you the rules for using our website: shufflelife.com (our site). Who we are and how to contact us shufflelife.com is a site operated by Shuffle Life Ltd T/A Shuffle Life ("We"). We are registered in England and Wales under company number 12062379 and have our registered office at International House, 24 Holborn Viaduct, London, England, EC1A 2BN.

If you have any questions about your stay or our terms and conditions, please email [tom@shufflelife.com](mailto:tom@shufflelife.com).

### **2. Services.**

A. We provide off-grid cabins in the countryside. The cabins are self-contained with a bathroom, kitchen, and bed area.

### **3. Interpretation.**

A. The headings in these Terms and Conditions are for convenience only and do not affect their interpretation.

B. Words imparting the singular number shall include the plural and vice-versa.

### **4. Restrictions and Responsibilities.**

A. Smoking in the cabins

B. By making a booking you are accepting responsibility for any damage or loss caused by yourself or a member of your party. Full payment for any such damage or loss must be paid to Shuffle Life. If you fail to do so, you will be responsible for meeting any claims subsequently made (together with our own and the other party's full legal costs) as a result of your actions.

### **5. Arrival & Departure.**

A. On your scheduled day, you can arrive from 4pm. On your date of departure, you are requested to check out by 12pm.

B. Late check-outs and early check-ins can be arranged depending on availability. On departure, your cabin and the site are to be left clean and tidy. All rubbish/recycling is to be tidied responsibly. Please check you haven't left anything.

### **6. Cancellations or Amendments.**

A. You must contact Shuffle Life on the details provided in your booking confirmation to cancel or amend your booking.

B. Our cancellation policy for any booking is 14 days prior to your scheduled day of arrival. Cancellations within 14 days of your scheduled date of arrival will incur a cancellation charge up to the value of your stay. Please refer to your travel insurance in the case of any cancellations.

C. If you did not stay but did not cancel your booking within 14 days of your scheduled date of arrival, your card will still be charged.

D. Should you wish to amend the date of your booking we require at least 14 days notice prior to your scheduled date of arrival. We will try to accommodate your first date change free of charge.

E. Cancellations and changes made by Shuffle Life: In the unlikely event that we are unable to accommodate a confirmed reservation it may be necessary to offer an alternative. If at any time we need to make changes that will significantly affect your stay or we need to cancel your stay, we will tell you as soon as possible, offering a suitable alternative or a refund. This does not apply to minor changes or events during your stay, resulting from unusual or unforeseeable circumstances beyond our control.

F. We cannot be held responsible for cancelling your booking as a result of your failure to comply with any requirement of our Booking Terms & Conditions, and we cannot be held liable for any expenses, costs or losses incurred by you as a result of any change or cancellation.

G. If you or a member of your party behaves in a way that causes or is likely to cause danger, upset or distress to a third party or to Shuffle Life, the wildlife or guest property, we are entitled, without prior notice, to curtail the stay and request that the person(s) concerned leave Shuffle Life. No refunds or return travel arrangements will be made and we will not pay any expenses or costs incurred as a result of such a curtailment.

## **7. Circumstances beyond our control.**

A. We cannot accept responsibility for unforeseen circumstances beyond our control. These include (but are not limited to) adverse weather conditions, fire, riot, war, terrorist activity (or threat of such activity), industrial dispute, natural disaster, or injuries and death of an individual(s) through accidental circumstances unconnected with Shuffle Life.

## **8. Additional requests.**

A. All additional or special requests are subject to availability and we cannot guarantee the provision for special requests. Any additional requests should be made prior to your arrival, giving reasonable advance notice.

B. The property booked is only permitted to be used by the number of guests agreed on booking. If additional guests use the property Shuffle Life reserves the right to make a charge.

C. No additional people should visit the property even for the daytime without the explicit written agreement of Shuffle Life.

D. If agreed, the hirer should be aware that in some situation's charges may apply.

## **9. Insurance.**

A. It is your responsibility to ensure that any insurance cover you have provides adequate cover for your needs and for the duration of your stay.

B. Shuffle Life recommends taking out travel insurance to cover your stay.

## **10. Liability and Indemnity.**

A. We accept liability for, and totally restricted to, services booked via the Shuffle Life website, in accordance with the Booking Terms & Conditions current at the time of booking. We cannot accept any other form of liability.

B. You must compensate us for all damages, costs, claims and expenses suffered by us arising from any loss or damage to any equipment (including that belonging to third parties) caused by you or your agents or employees.

C. Nothing in these Terms and Conditions shall limit or exclude our liability for death or personal injury caused by our negligence, or for any fraudulent misrepresentation, or for any other matters for which it would be unlawful to exclude or limit liability.

## **11. Third party websites and viruses.**

A. Shuffle Life cannot be held responsible for the accuracy, content, or availability of information about our accommodation that may be found on third party websites. Neither are we responsible for the content or privacy policies of any third party websites that have links to or from the Shuffle Life website. Attempts to interfere with the operation of our website, by whatever means, or any attempt to place an unreasonable or disproportionate load on our website or server infrastructure is prohibited. In the event of our website failing to operate, either in whole or in part, due to infections by computer viruses, bugs, tampering, unauthorised intervention, fraud, technical failures or any other causes beyond reasonable control, we reserve the right in our sole and absolute discretion to prohibit usage of our site and to cancel, terminate, modify or suspend the site.

## **12. Copyright (c) Shuffle Life Ltd. All rights reserved.**

A. No reproduction of any part of this site may be sold or distributed for commercial gain or modified or incorporated into any other work, publication or site. All names, logos, trademarks, service marks, trade dress and trade names are proprietary to Shuffle Life and

may not be used by anyone for any purpose without our prior express written consent. It is illegal to use any spy wares, robot, spider or other automatic device, or manual process to track or copy the site or the contents or information without our prior express written consent, apart from the recognised major search engines such as Google & Yahoo MSN. The use of any such material from the Shuffle Life website on any other Web, Internet, intranet, extranet or other site or computer environment is strictly prohibited. Information on our site is intended for your reference only.

### **13. Privacy and Electronic mailing.**

A. Shuffle Life operates an opt-in email policy. By contacting Shuffle Life or making a booking with your email address, you will receive communications from Shuffle Life relating to your booking. At the time of booking, you will have the option to opt into our marketing mailing list. If you wish to opt out of our mailing list you can use the link or email address provided at the bottom of any of our emails to do so.

### **14. General Data Protection Regulations.**

A. When supplying the Services, we may gain access to and/or acquire the ability to transfer, store or process personal data.

B. We agree that where such processing of personal data takes place, you shall be the 'data controller' and we shall be the 'data processor' as defined in the General Data Protection Regulation (**GDPR**) as may be amended, extended and/or re-enacted from time to time.

C. For the avoidance of doubt, 'Personal Data', 'Processing', 'Data Controller', 'Data Processor' and 'Data Subject' shall have the same meaning as in the GDPR.

D. We shall only Process Personal Data to the extent reasonably required to enable it to supply the Services as mentioned in these terms and conditions.

E. We shall not disclose Personal Data to any third parties other than employees, Directors, agents, sub-contractors or advisors on a strict 'need-to-know' basis.

F. For further information about the Service Provider's approach to data protection please contact [tom@shufflelife.com](mailto:tom@shufflelife.com).

### **15. Notice and Communication.**

A. All notices under these Terms and Conditions must be in writing and signed by, or on behalf of, the party giving notice.

B. Notices shall be deemed to have been given:

- i. when delivered to the other party,

- ii. if notices are sent by email or any other electronic means then a proof of delivery or a read receipt shall be requested.
- iii. The notice shall be deemed served on the day following receipt.

C. All notices under these Terms and Conditions must be addressed to the most recent address, email address or fax number notified to the other party.

## **16. General**

A. If you have any specific queries you should contact the team at Shuffle Life directly, [tom@shufflelife.com](mailto:tom@shufflelife.com). Shuffle Life nor any party involved in creating, producing or delivering this site shall be liable for any damages arising out of any access to, use of, or inability to use this site.

## **17. Law and Jurisdiction**

A. This Agreement and all disputes shall be governed by the law of England and Wales.

## Privacy Policy

### PRIVACY POLICY

This privacy policy applies between you, the User of this Website and Shuffle Life Ltd, the owner and provider of this Website. Shuffle Life takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website. Please read this privacy policy carefully.

#### Definitions and interpretation

1. In this privacy policy, the following definitions are used:

Data	collectively all information that you submit to Shuffle Life Ltd via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;
Cookies	a small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the Website. Details of the cookies used by this Website are set out in the clause below ( Cookies);
Data Protection Laws	any applicable law relating to the processing of personal Data, including but not limited to the Directive 96/46/EC (Data Protection Directive) or the GDPR, and any national implementing laws, regulations and secondary legislation, for as long as the GDPR is effective in the UK;
GDPR	the General Data Protection Regulation (EU) 2016/679;
Shuffle Life Ltd, we or us	Shuffle Life Ltd, a company incorporated in England and Wales with registered number under company number 12062379 and have our registered office at International House, 24 Holborn Viaduct, London, England, EC1A 2BN;
UK and EU Cookie Law	the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011;
User or you	any third party that accesses the Website and is not either (i) employed by Shuffle Life Ltd and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Shuffle Life Ltd and accessing the Website in connection with the provision of such services; and
Website	the website that you are currently using, <a href="https://www.shufflelife.com/">https://www.shufflelife.com/</a> , and any sub-domains of this site unless expressly excluded by their own terms and conditions.

2. In this privacy policy, unless the context requires a different interpretation:

1. the singular includes the plural and vice versa;
2. references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;

3. a reference to a person includes firms, companies, government entities, trusts and partnerships;
4. "including" is understood to mean "including without limitation";
5. reference to any statutory provision includes any modification or amendment of it;
6. the headings and sub-headings do not form part of this privacy policy.

#### Scope of this privacy policy

3. This privacy policy applies only to the actions of Shuffle Life Ltd and Users with respect to this Website. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites.
4. For purposes of the applicable Data Protection Laws, Shuffle Life Ltd is the "data controller". This means that Shuffle Life Ltd determines the purposes for which, and the manner in which, your Data is processed.

#### Data collected

5. We may collect the following Data, which includes personal Data, from you:
  1. name;
  2. contact Information such as email addresses and telephone numbers;
  3. demographic information such as postcode, preferences and interests;
  4. web browser type and version (automatically collected);
  5. operating system (automatically collected);
  6. a list of URLs starting with a referring site, your activity on this Website, and the site you exit to (automatically collected);

in each case, in accordance with this privacy policy.

#### How we collect Data

6. We collect Data in the following ways:
  1. data is given to us by you ; and
  2. data is collected automatically.

#### Data that is given to us by you

7. Shuffle Life Ltd will collect your Data in a number of ways, for example:
  1. when you contact us through the Website, by telephone, post, e-mail or through any other means;
  2. when you complete surveys that we use for research purposes (although you are not obliged to respond to them);
  3. when you enter a competition or promotion through a social media channel;
  4. when you make payments to us, through this Website or otherwise;
  5. when you elect to receive marketing communications from us;

in each case, in accordance with this privacy policy.

## Data that is collected automatically

8. To the extent that you access the Website, we will collect your Data automatically, for example:
  1. we automatically collect some information about your visit to the Website. This information helps us to make improvements to Website content and navigation, and includes your IP address, the date, times and frequency with which you access the Website and the way you use and interact with its content.
  2. we will collect your Data automatically via cookies, in line with the cookie settings on your browser. For more information about cookies, and how we use them on the Website, see the section below, headed "Cookies".

## Our use of Data

9. Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Website. Specifically, Data may be used by us for the following reasons:
  1. internal record keeping;
  2. improvement of our products / services;
  3. transmission by email of marketing materials that may be of interest to you;in each case, in accordance with this privacy policy.
10. We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).
11. For the delivery of direct marketing to you via e-mail, we'll need your consent, whether via an opt-in or soft-opt-in:
  1. soft opt-in consent is a specific type of consent which applies when you have previously engaged with us (for example, you contact us to ask us for more details about a particular product/service, and we are marketing similar products/services). Under "soft opt-in" consent, we will take your consent as given unless you opt-out.
  2. for other types of e-marketing, we are required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that we'll provide.
  3. if you are not satisfied about our approach to marketing, you have the right to withdraw consent at any time. To find out how to withdraw your consent, see the section headed "Your rights" below.
12. We may use your Data to show you Shuffle Life Ltd adverts and other content on other websites. If you do not want us to use your data to show you Shuffle Life Ltd adverts and other content on other websites, please turn off the relevant cookies (please refer to the section headed "Cookies" below).



## Keeping Data secure

13. We will use technical and organisational measures to safeguard your Data, for example:
  1. access to your account is controlled by a password and a user name that is unique to you.
  2. we store your Data on secure servers.
14. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this e-mail address: [tom@shufflelife.com](mailto:tom@shufflelife.com).
15. If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [www.getsafeonline.org](http://www.getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

## Data retention

16. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.
17. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

## Your rights

18. You have the following rights in relation to your Data:
  1. Right to access - the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
  2. Right to correct - the right to have your Data rectified if it is inaccurate or incomplete.
  3. Right to erase - the right to request that we delete or remove your Data from our systems.
  4. Right to restrict our use of your Data - the right to "block" us from using your Data or limit the way in which we can use it.
  5. Right to data portability - the right to request that we move, copy or transfer your Data.
  6. Right to object - the right to object to our use of your Data including where we use it for our legitimate interests.

19. To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address: [tom@shufflelife.com](mailto:tom@shufflelife.com).
20. If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>.