



QUAY PLACE



### **Cancellation & Refund Policy**

If you wish to cancel your room hire the following charges will apply:

Within 48 hours of your booking – 100%

Within 7 days of your booking – 50%

Suffolk Mind reserves the right to cancel a booking if:

- Quay Place is closed due to fire or other circumstances beyond Suffolk Mind's reasonable control;
- The usage of the room might prejudice Suffolk Mind's reputation; or
- You have not paid your invoices on time or if you have not complied with the Terms and Conditions.

Suffolk Mind will not refund for non-usage of rooms.

### **Terms & Conditions of Sale**

Payment will be due, if booking online when the booking is made.

If not booking online then invoices will be issued in advance (quarterly for regular bookings) and are to be paid within 14 days.

### **Consumer Data Privacy Policy**

What we do with the information we gather

The information we ask from you is to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- We may periodically send promotional emails about events, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

### **Quay Place Heritage and Wellbeing Centre**

**Key Street**

**Ipswich**

**IP4 1BZ**

**01473 569696**

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