

1. Introduction

This Cookie Policy explains how Tide & Stay Ltd (“we”, “us”, “our”) uses cookies and similar technologies when you visit our website.

It should be read alongside our Privacy Policy.

2. What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help websites function properly, improve user experience, and provide information to website owners.

3. Types of Cookies We Use

We use the following categories of cookies:

a) Strictly Necessary Cookies

These cookies are essential for the operation of our website and booking system. They enable core functionality such as security, network management, and completing bookings. These cookies cannot be switched off.

b) Functional Cookies

These cookies allow the website to remember choices you make (such as booking details or preferences) to provide enhanced features.

c) Analytics Cookies

These cookies help us understand how visitors interact with our website by collecting information such as pages visited and time spent on the site. This helps us improve our services.

d) Marketing Cookies

These cookies may be used to deliver relevant advertisements and track the effectiveness of marketing campaigns.

4. Cookies Set by Our Booking Platform (Lodgify)

We use Lodgify to power our booking system. Lodgify sets cookies on our website to enable booking functionality.

These may include:

- Session cookies required to complete bookings
- Security cookies for fraud prevention
- Functional cookies to remember booking details
- Analytics cookies (where enabled)

Some Lodgify cookies are strictly necessary and will be set automatically to allow the website and booking system to function.

Any non-essential cookies (such as analytics or marketing cookies), whether set by Lodgify or other third parties, will only be placed on your device after you provide your consent via our cookie banner.

For more information, please see Lodgify's cookie policy:

<https://www.lodgify.com/cookies/>

5. Third-Party Cookies

We may also use trusted third-party services that set cookies, such as:

- Analytics providers (e.g. Google Analytics)
- Payment processors
- Embedded content providers

These third parties may collect information about your browsing behaviour across different websites over time. We do not control these cookies directly.

We recommend reviewing the privacy and cookie policies of these third parties for more information.

6. Legal Basis for Using Cookies

We use strictly necessary cookies to operate our website and booking system.

We rely on your consent to use non-essential cookies, including analytics and marketing cookies. These cookies will only be set after you provide your consent.

You can withdraw or change your consent at any time via our cookie settings.

7. Managing Your Cookie Preferences

When you first visit our website, you will be presented with a cookie banner allowing you to:

- Accept all cookies
- Reject non-essential cookies
- Manage your preferences

You can change or withdraw your consent at any time by accessing the cookie settings link available on our website.

You can also control cookies through your browser settings. Please note that disabling certain cookies may affect the functionality of our website.

8. Cookie Duration

Cookies may be stored for different periods of time:

- **Session cookies** are deleted when you close your browser
- **Persistent cookies** remain on your device for a set period or until you delete them

The exact duration depends on the specific cookie and provider.

9. Changes to This Policy

We may update this Cookie Policy from time to time. The latest version will always be available on our website.

10. Contact Us

If you have any questions about our use of cookies, please contact us:

Postal Address: **Tide & Stay Ltd**
4 Sand Martin Close
Charter Alley
RG6 5GD

Email Address: enquiries@tideandstay.co.uk