

YOUR RIGHTS

If Louis processes your personal data based on your consent, such as for direct electronic marketing, you can withdraw your consent at any time.

You have various statutory rights in relation to your personal data.

You have the right to:

- ✗ Object to direct marketing communications at any time.
- ✗ Request and obtain access to your personal data.
- ✗ Rectification or erasure of your personal data, in certain circumstances.
- ✗ Object to or restrict the processing of your personal data in certain circumstances.
- ✗ Have your personal data stored in a way it is portable from the environment in which it is stored by Louis to another environment.
- ✗ File a complaint with the Information Commissioner's Office.



WHAT IS YOUR DATA USED FOR?

Louis may gather, handle and use the following details that you provide during the online booking process, when you purchase a gift certificate, sign up for our online newsletter, call to make a reservation, or attend an event at one of our establishments:

- ✗ Your name
- ✗ Your address
- ✗ Your email address
- Your phone number
- ✗ Your gender
- ✗ Your birth date
- ✗ Information regarding your payment card
- ✗ Other information you provide during the booking process

We may obtain some of the above-mentioned categories of data from sources other than yourself, such as third party websites, applications, and people who have added you as a guest to their reservation or have purchased a gift voucher for you. We may merge this data with the information we gather.



HOLDING YOUR PERSONAL DATA

Louis understands the importance of retaining your personal data for only as long as necessary to provide you with our services and enhance your customer experience. In accordance with this principle, we will retain your data for the duration of our relationship and for further periods where required to comply with legal or regulatory obligations.

This may include retaining certain records for seven years for VAT purposes, carrying out audits, detecting and preventing fraud, enforcing contracts or resolving disputes. To determine the appropriate retention period for personal data, Louis takes into account various factors such as the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which Louis processes your personal data, and applicable legal requirements.



PROTECTING YOUR PERSONAL DATA

Louis implements security measures to prevent the accidental loss, unauthorised access, alteration or disclosure of your personal data. Access to your personal data is limited to employees, agents, contractors, and third parties who require it for legitimate business purposes and in accordance with this privacy notice. Louis provides guidelines to ensure that your personal data is processed only as per its instructions.

In case of any suspected breach of personal data, Louis has a procedure in place to handle the situation, and will notify you and the appropriate regulator as required by law.



DISCLOSING INFORMATION TO THIRD PARTIES

At Louis, we collect and process your personal data for various reasons. We do this in accordance with legal bases and strive to ensure the protection of your data. Here are the ways we process your data:

- ✗ If you provide your consent, we will use your name, email and telephone number for direct electronic marketing. You may choose to opt-out at any time by changing your preferences.
- ✗ We use your information to fulfill our contractual obligations, such as bookings, accepting payment, or purchasing gift vouchers.
- ✗ To confirm your table bookings and gift voucher orders, we send you a confirmation email or text message. We do this to meet our contractual obligations and to remind you about your bookings.
- ✗ We strive to enhance your dining experience at Louis by using your personal data to optimise our website and service offerings.
- ✗ If you consent to direct electronic marketing, we will use your personal data to personalise the types of marketing communications you receive.
- ✗ We collect information about allergens and dietary requirements for your safety and wellbeing. We may use your data in anonymised and/or aggregated form to carry out research and improve our IT systems and website.

We may also share this data with third parties in an anonymised and/or aggregated form. Louis may review your data if we suspect that it has been provided inappropriately, unlawfully or illegally. This is to ensure that our restaurants and website are used appropriately and lawfully.



LATE ARRIVAL NOTICE

Please note that we have a strict 15-minute late policy. If you arrive more than 15 minutes late, we may not be able to accommodate your table due to scheduled showtimes.

CANCELLATION AND NO SHOW POLICY

We require a minimum of 24 hours' notice for cancellations. A fee of £20 per person will apply for any late cancellations or no-shows.

BOOKING INFORMATION SITTINGS

We offer four sittings every evening, with each sitting lasting 2 hours.

The available times are:

- ✕ 5:00pm, 5:15pm, 5:30pm, 5:45pm, 6:00pm
- ✕ 7:00pm, 7:15pm, 7:30pm, 7:45pm, 8:00pm
- ✕ 9:00pm, 9:15pm, 9:30pm, 9:45pm, 10:00pm

Reservations made for 9:00pm onwards have the option to retain the table for drinks after the initial 2-hour period, subject to a minimum spend requirement.



DRINKS

X BAR ENTRY

On Fridays and Saturdays, a £20 per person entry fee applies for walk-ins at the bar. Payment will be taken at the door by reception.

X TABLE BOOKINGS

Drinks tables are available to book from 11:00pm onwards. A deposit and minimum spend will be required (details to be confirmed).

CAKES AND DECORATIONS

Please be aware that we do not allow guests to bring cakes or decorations onto the premises.

