

## Legal Information

Park Plaza Hotels (UK) Services Ltd, (part of the PPHE Hotel Group) is a company registered in the United Kingdom with company number 06255890 and whose registered office is at County Hall - Riverside Building 2nd Floor, Belvedere Road, London, England, SE1 7GP (“PPHE” “we”, “us” or “our”).

The term “PPHE Hotel Group” includes Park Plaza Hotels Europe B.V. 34178306 and whose registered office is at Motion Building 9th Floor, Radarweg 60, 1043 NT Amsterdam, The Netherlands and every other company which from time to time is or becomes a subsidiary or holding company of those companies or a subsidiary of any such holding companies (and the terms “subsidiary” and “holding company” shall have the meanings given to them by Section 1159 of the Companies Act 2006). A list of the entities which make up the PPHE Hotel Group from time to time is available in the Appendices to our Annual Report and Accounts [here](#).

### The Netherlands:

- Parkvondel Hotel Operator B.V.
- Victoria Amsterdam Hotel Operator B.V.
- Amsterdam Airport Hotel Operator B.V.
- Eindhoven Hotel Operator B.V.
- Utrecht Hotel Operator B.V.
- art'amsterdam Hotel Operator B.V.

### Italy:

- Società Immobiliare Alessandro De Gasperis S.r.l.

### United Kingdom:

- Sherlock Holmes Park Plaza Limited
- Sherlock Holmes Hotel Shop Limited
- Park Plaza Hospitality Services (UK) Limited
- Westminster Bridge Hotel Operator Limited
- Victoria Park Plaza Operator Limited
- Tozi Restaurant Operator Limited
- Riverbank Hotel Operator Limited
- Leeds Hotel Operator Limited
- Nottingham Hotel Operator Limited
- Park Royal Operator Limited
- Waterloo Hotel Operator Limited
- South Bank Hotel Management Company Limited

PPHE Hotel Group has a controlling ownership interest in Arena Hospitality Group d.d. (“AHG”), listed on the Zagreb Stock Exchange. The following are all part of AHG.

### Croatia:

- Arena Hospitality Group d.d.

### Hungary:

- SW Szállodaüzemeltető Korlátolt Felelősség Társaság

### Germany:

- art'otel Köln Betriebsgesellschaft mbH
- Park Plaza Hotels Berlin Wallstrasse GmbH
- art'otel berlin mitte/park plaza betriebsgesellschaft mbH
- Park Plaza Betriebsgesellschaft mbH
- art'otel berlin city center west GmbH
- PPHE Nürnberg Operator Hotelbetriebsgesellschaft mbH

## Refunds, Cancellations and Amendment of bookings

The terms and conditions of your booking are not affected by your use of payment link. Please see your booking confirmation on the platform used for booking or contact us for more information on cancellations, refunds and amending your booking. Our full terms and conditions can be found [here](#).

## Privacy Policy

Hotels in the PPHE Hotel Group will process certain personal data from your booking and information you provide to us during your stay, or provided by someone else in your party. The purpose of the processing is to fulfil your booking(s), provide hospitable guest services, fulfil legal and necessary business obligations, and uphold the safety and security of all guests, staff and the hotel property. Your telephone number and e-mail address will be used to deliver e-services including messaging, room service and invoicing. All data processing will be carried out in accordance with the General Data Protection Regulation and UK Data Protection Act 2018, as well as other applicable local laws. Details of our privacy measures and your rights over personal data are found at [www.pphe.com/privacy](http://www.pphe.com/privacy).

PPHE Hotel Group is a Data Controller of your personal data and registered with the Information Commissioner's Office (the data protection authority in the United Kingdom). The data controller can be contacted by letter addressed to the registered office, or by e-mail to [privacy@pphe.com](mailto:privacy@pphe.com). For bookings in Croatia, Hungary and Germany, PPHE Hotel Group is the Controller of your personal data, and AHG is a Processor. Your rights and ability to control what happens to your Personal Data are unaffected.

**Contact us**

Should you have any queries please contact us by sending an email to [customerservice@pphe.com](mailto:customerservice@pphe.com)