

## **Our website terms of use**

These terms of use (together with our [Privacy Policy - TRG Concessions](#)) set out the terms and conditions on which TRG Concessions Limited, a company incorporated in England and Wales with company number 12061348 whose registered office is at 5-7 Marshalsea Road, London SE1 1EP ("we", "us", "our") operate the website [www.trgconcessions.co.uk](http://www.trgconcessions.co.uk) ("our website"). These terms set out the terms and conditions on which we make our website available to you, how we may make changes to these terms or to our website, what to do if there is a problem with our website and other important information.

By using our website, you confirm that you accept and agree to comply with these terms of use. If you do not agree to these terms of use, you must not use our website. You must therefore read these terms of use carefully. Please print a copy of these terms of use for your records.

### **1. Your use of our website**

---

You're only permitted to use our website:

- for your own personal and non-commercial use; and
- if you are based in England, Scotland or Wales (we make no representation that our website or services we provide to you through our website are appropriate or available outside of England, Scotland or Wales and if you use our website from other locations, you are responsible for compliance with the applicable local laws).

You assume full responsibility for any associated costs or charges that you incur as a result of using our website.

You're responsible for making arrangements to access our website and for ensuring that anyone who accesses our website through your internet connection is aware of these terms of use and that they comply with them.

You may link to our website home page, provided you do so in a way that is fair, not illegal and does not damage our reputation or take advantage of it. You must not establish a link to our website in a way that might suggest any form of association, approval or endorsement on our part where none exists. We reserve the right to withdraw linking permission without notice. Our website may not be used, reproduced or stored in any other website or included in any public or private electronic retrieval system or service, without our express written permission.

You should check that our website is suitable for you and that it has the facilities and functions to meet your use requirements. Our website has not been developed to meet your individual requirements and is made available to you to allow you obtain information about and access our products and services.

## **2. Intellectual property rights**

---

All intellectual property rights in our website and the content published on our website belongs to us (or our licensors) and such rights are licensed (not sold) to you as part of your use of our website. You have no intellectual property rights in, or to, our website (or the content published on our website), other than the right to use them in accordance with these terms of use.

You must not use any part of our website (or the content published on our website) for commercial purposes without obtaining a licence from us (or our licensors) to do so.

You shall not conduct, facilitate, authorise or permit any text or data mining or web scraping in relation to our website or any services provided via (or in relation to) our website for any purpose, including the development, training, fine-tuning or validation of AI systems or models. This restriction will not apply insofar as (but only to the extent that) we are unable to exclude or limit text or data mining or web scraping activity by contract under the laws which are applicable to us.

## **3. Uploading content to our website**

---

Our website does not allow you to create content directly on our website, upload or share content to our website, or to make contact with other users of our website, and you should not make any attempts to do so.

## **4. Suspension or withdrawal of our website**

---

We make every effort to make sure that our website is available 24 hours a day, however we do not guarantee that our website will always be available or that your use of our website will be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our website for business and operational reasons and access may be suspended temporarily at any time without prior notice, however we will try to give you reasonable notice of any suspension or withdrawal of our website.

## **5. Security**

---

The internet is not a secure medium, however, we have put in place various security procedures (including encryption systems and protection of any information you input on our website).

We do not guarantee that our website will be secure or free from bugs or viruses and you are responsible for configuring your information technology, computer programs and platform to access our website in secure manner (including by using your own anti-virus software).

You must not misuse our website by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful, or otherwise harmfully interacting with our website or any part of it - you must not attempt to gain unauthorised access to our website, the server on which our website is stored or any server, computer or database connected to our website or any other equipment or network connected with our website. You must not interfere with, damage or disrupt any software used in the provision of our website or any equipment or network or software owned or used by any third party on which this site relies in any way. You must not attack our site via a denial-of-service attack or a distributed denial-of-service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990, and we will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our website will cease immediately.

## **6. Our responsibility to you**

---

### Information on our website:

- we do our best to ensure that information on our website is correct, but we can't promise it is accurate or complete - although we make reasonable efforts to update the information provided by our website, we make no representations, warranties or guarantees, whether express or implied, that such information is accurate, complete or up to date.

we do our best to ensure that the product names, descriptions, prices, nutritional information and allergy information on our website is accurate - if you are in any doubt about the contents of any of our products, you should confirm with us directly before you place an order with us, by contacting us [Contact - TRG Concessions](#).

other websites we link to: our website may contain links to other independent websites which are not provided by us - such independent websites are not under our control, and we are not responsible for and have not checked and approved their content or their privacy policies (if any) and you will need to make your own independent judgment about whether to use any such independent sites, including whether to buy any products or services offered by them.

our responsibility to you for losses: we will be responsible for losses you suffer caused by us breaching these terms of use unless the loss is:

- **unexpected** – for example, it was not obvious that it would happen (so, in the law, the loss was unforeseeable);
- **caused by a delaying or disrupting event outside of our control** as long as we have told you as soon as possible about the delay / disruption and taken steps to reduce the impact of the delay / disruption – for example, failure of network services or failure of systems not controlled by us, or unauthorised access or loss of personal information caused by events outside our control;
- **avoidable** – for example, a loss you could have avoided by taking reasonable action;
- **a business loss** – we only supply products for domestic and private use and so if you use the products for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- **connected to defective digital content that we have supplied that damages a device or digital content belonging to you that you could have avoided** by following our advice to apply an update offered to you free of charge or for damage that was caused by you failing to correctly follow instructions or to have in place the relevant security requirements advised by us.

These terms of use do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.

## **7. Other terms applicable to your use of our website**

---

**7.1 Pay at table terms and conditions**: all of our usual terms and conditions for dining at one of our restaurants will apply to orders you make with us. Our terms and conditions for orders made via click + collect or pay at table can be found on the individual restaurant's pay at table website.

**7.2 How we use your personal data**: we're committed to protecting your privacy and security - all 'information' that we collect from you will be processed in accordance with our [Privacy Policy - TRG Concessions](#).

**7.3 Changes to these terms of use**: we amend these terms of use from time to time – please check these terms every time you wish to use our website to ensure you understand the terms that apply – these terms were last updated on the date set out at the end of these terms.

**7.4 Changes to our website:** we may update and change our website from time to time to reflect changes to our website users' needs, our product offerings and our business priorities - we will try to give you reasonable notice of any major changes.

**7.5 Transfer of your contract with us:** we may transfer the benefit of these terms of use to any other company in the same group of companies as us and if we assign the benefit of these terms of use, your rights will not be affected - you can only transfer your contractual rights with us to someone else if we expressly agree to this in advance.

**7.6 Nobody else has any rights under this contract:** this contract is between you and us, nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

**7.7 Enforcement of these terms of use:** if a court or other authority decides that some of these terms of use are unlawful, the rest will continue to apply, and we might not immediately contact you for not doing something or for doing something you're not allowed to (i.e. enforcing these terms of use) but that doesn't mean we can't do it later.

**7.8 Contact us / resolving disputes with us:**

- please contact us here [Contact - TRG Concessions](#) in the first instance if you have any problems (including complaints) with us or our website.
- you may resolve a dispute with us without going to court - alternative dispute resolution is an optional process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court - you can submit a complaint to the Centre for Effective Dispute Resolution through their website at <https://www.cedr.com> and if you're not satisfied with the outcome, you can still go to court.
- you can resolve disputes by going to court – these terms are governed by English law and wherever you live you can bring claims against us in the English courts – if you live in Wales or Scotland, you can also bring claims against us in the courts of the country you live in – we can claim against you in the courts of the country you live in.

Terms last updated: March 2026