

WebBeds Cookies Policy

At WebBeds, we respect your privacy.

Our Cookies Policy explains what cookies are, how we use cookies, how third-parties we partner with may use cookies on our websites, as well as your choices regarding cookies and how you can manage our use of cookies.

We do this as part of our commitment to the protection of your privacy, and to ensure that WebBeds remains a leading and trusted destination for all travel booking needs. For more information about how we collect, use and share your personal information, please see our Privacy Notice.

What is a cookie?

Cookies and similar tracking technologies, such as beacons, scripts and tags (together referred to as 'cookies'), are small bits of text, usually stored on your computer's hard drive, or within your web browser. Cookies allow a website to identify and remember your actions and preferences over time, such as your language and location preferences, or your login information. They also enable the website to serve you content specific to your interests and preferences.

At WebBeds, we use both first-party and third-party cookies on our websites.

First-party cookies are cookies set by WebBeds. These cookies are generally used to identify your language and location preferences and to render basic site functionality.

Third-party cookies belong to and are managed by other parties, such as other websites or service providers. These cookies may be required to support our advertising and marketing efforts and to enable certain website functions, such as pop-ups, banners, videos or ads.

This third-party content may contain third-party cookies. We encourage you to read the privacy policies of these third-parties on their websites, for more information regarding their use of cookies.

Types of cookies

Session cookies

Session cookies allow websites to track your movements from page to page and are used for several reasons, such as remembering login credentials during a browsing session. These cookies are usually erased when you close your web browser.

Persistent cookies

Persistent cookies are stored on your computer or mobile device between browser sessions for a pre-defined amount of time. These allow websites to remember user information or settings across the site, or in some cases across different websites.

Necessary cookies

Necessary cookies are either session or persistent cookies and can be delivered by a first or third party. These cookies perform functions such as keeping your site visit secure and remembering you between pages, for example when you navigate from page to page on our websites. Access to certain areas of our websites depends on these types of cookies.

Functional cookies

Functional cookies can be either session or persistent cookies and can be delivered by a first or third party. They remember information such as usernames or language settings and may allow the site to display important alerts. These cookies are not considered necessary, and can be blocked, although this may impact some functions of the website.

Tracking, analytics and social media cookies

These cookies can be either session or persistent cookies and may be set by us, or by a third party. They're not essential for the function of the website, however enabling them may improve your experience on our website, by providing content relevant to you and your interests.

How do we use cookies?

We use cookies for the following purposes:

- to make sure that our websites are functioning properly;
- To provide a secure log-in to our websites and to keep you logged in so that you do not have to log in repeatedly to access different areas of the website; and
- to better understand our website visitors and the content they prefer to see.

We may use aggregate data from third-parties to provide you with advertising material relevant to your interests and preferences. We do not provide any personal information that we collect to advertisers. You can manage the use of third-party cookies by adjusting your cookie settings (see 'How to manage cookies' below). Opting-out of third-party cookies will not remove advertising from the websites you visit, but it will result in the ads you see not being relevant to your interests.

Cookie	Domain	Type	Description	Duration
_ga	.dotwconnect.com	Analytics	The _ga cookie, installed by Google Analytics, calculates visitor, session and campaign data and also keeps track of site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognize unique visitors.	2 years
_gat	.dotwconnect.com	Analytics	Set by Google Analytics, _gat cookie does not store any user information; it's just used to throttle the request rate.	1 minute
_gid	.dotwconnect.com	Analytics	Installed by Google Analytics, _gid cookie stores information on how visitors use a website, while also creating an analytics report of the website's performance. Some of the data that are collected include the number of visitors, their source, and the pages they visit anonymously.	1 day
_hjAbsoluteSessionInProgress	.dotwconnect.com	Analytics	Installed by Hotjar, this cookie is used to detect the first pageview session of a user. This is a True/False flag set by the cookie.	30 minutes
_hjFirstSeen	.dotwconnect.com	Analytics	This cookie is set by Hotjar to identify a new user's first session. It stores a true/false value, indicating whether this was the first time Hotjar saw this user. It is used by Recording filters to identify new user sessions.	Session
hjSessionUser{site_id}	.dotwconnect.com	Analytics	Hotjar cookie that is set when a user first lands on a page with the Hotjar script. It is used to persist the Hotjar User ID, unique to that site on the browser. This ensures that behaviour in subsequent visits to the same site will be attributed to the same user ID.	1 year
hjSession{site_id}	.dotwconnect.com	Analytics	A cookie set by Hotjar that holds the current session data. This ensures that subsequent requests within the session window will be attributed to the same Hotjar session.	30 minutes
_hjIncludedInPageviewSample	.dotwconnect.com	Analytics	This cookie is set to let Hotjar know whether that user is included in the data sampling defined by the site's pageview limit.	30 minutes
_hjIncludedInSessionSample	.dotwconnect.com	Analytics	This cookie is set to let Hotjar know whether that user is included in the data sampling defined by the site's daily session limit.	30 minutes
PHPSESSID laravel_session	.dotwconnect.com	Necessary	Laravel cookie used to identify the user's session on the server. The session can be used to store data in between http requests.	Session
dwu / dwc bid / UUID	.dotwconnect.com	Necessary	A cookie that helps us to associate a site visitor with a WebBeds customer using a specific browser version. This helps us to understand how visitors use the site. It helps us to identify potential problems and to make the website as easy to use as possible.	5 years

Cookie	Domain	Type	Description	Duration
dotwAcceptCookies	.dotwconnect.com	Necessary	Keep track of user acceptance for cookies policy.	9 days
_ga	.sunhotels.com	Analytics	The _ga cookie, installed by Google Analytics, calculates visitor, session and campaign data and also keeps track of site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognize unique visitors.	2 years
_gat	.sunhotels.com	Analytics	Set by Google Analytics, _gat cookie does not store any user information; it's just used to throttle the request rate.	1 minute
_gid	.sunhotels.com	Analytics	Installed by Google Analytics, _gid cookie stores information on how visitors use a website, while also creating an analytics report of the website's performance. Some of the data that are collected include the number of visitors, their source, and the pages they visit anonymously.	1 day
_hjAbsoluteSessionInProgress	.sunhotels.com	Analytics	Installed by Hotjar, this cookie is used to detect the first pageview session of a user. This is a True/False flag set by the cookie.	30 minutes
_hjFirstSeen	.sunhotels.com	Analytics	This cookie is set by Hotjar to identify a new user's first session. It stores a true/false value, indicating whether this was the first time Hotjar saw this user. It is used by Recording filters to identify new user sessions.	Session
hjSessionUser{site_id}	.sunhotels.com	Analytics	Hotjar cookie that is set when a user first lands on a page with the Hotjar script. It is used to persist the Hotjar User ID, unique to that site on the browser. This ensures that behaviour in subsequent visits to the same site will be attributed to the same user ID.	1 year
hjSession{site_id}	.sunhotels.com	Analytics	A cookie set by Hotjar that holds the current session data. This ensures that subsequent requests within the session window will be attributed to the same Hotjar session.	30 minutes
_hjTLDDTest	.sunhotels.com	Analytics	When the Hotjar script executes it tries to determine the most generic cookie path it should use, instead of the page hostname. This is done so that cookies can be shared across subdomains (where applicable). To determine this, it tries to store the _hjTLDDTest cookie for different URL substring alternatives until it fails. After this check, the cookie is removed.	Session
_hjIncludedInPageviewSample	.sunhotels.com	Analytics	This cookie is set to let Hotjar know whether that user is included in the data sampling defined by the site's pageview limit.	30 minutes
_hjIncludedInSessionSample	.sunhotels.com	Analytics	This cookie is set to let Hotjar know whether that user is included in the data sampling defined by the site's daily session limit.	30 minutes
ASP.NET_SessionId	.sunhotels.com	Necessary	ASP.NET cookie used to identify the user's session on the server. The session can be used to store data in between http requests.	2 hours
SESSIONID	.sunhotels.com	Necessary	ASP.NET cookie used to uniquely identify a browser with session data on the server.	2 hours

			The SESSIONID value is randomly generated by ASP.NET and then sent in a cookie with each request to the ASP.NET application.	
__RequestVerificationToken	.sunhotels.com	Necessary	This is an anti-forgery cookie set by ASP.NET designed to stop unauthorized posting of content to the website, known as Cross-Site Request Forgery. It holds no information about the user and is destroyed on closing the browser.	Session
frontEnd_colorSelected	.lotsofhotels.com	Functional	Used to remember the configured color of the logged in agency.	1 Month
frontEnd_paginationSelected	.lotsofhotels.com	Functional	Used to remember the selected paginationView (selector, infiniteScroll...).	1 Month
frontEnd_currencySelected	.lotsofhotels.com	Functional	Used to remember the selected currency	1 Month
frontEnd_sliderImageList	.lotsofhotels.com	Functional	Used to remember the slider images configured by agency.	1 Month
Viewport	.lotsofhotels.com	Functional	It is used to remember the selected viewport (xs, sm, md).	Session
frontend_language	.lotsofhotels.com	Functional	It is used to remember the language selected.	Session
frontEnd_isLogId	.lotsofhotels.com	Functional	It is used to remember the Gsald	Session
wizardV2_pasoNum	.lotsofhotels.com	Functional	Used to remember the active step of the wizard.	Session
Login	.lotsofhotels.com	Functional	Used to remember the encrypted credentials of the logged in user.	5 Years
ASP.NET_SessionId	.lotsofhotels.com	Necessary	ASP.NET cookie used to uniquely identify a browser with session data on the server. The SESSIONID value is randomly generated by ASP.NET and then sent in a cookie with each request to the ASP.NET application. Used to save preferences in bookingsV2.aspx	Session
ClientID	.lotsofhotels.com	Functional	Used to save preferences in bookingsV2.aspx	Session
frontend_culture	FrontLibrary	Functional	Used to Identify the selected culture	1 Year
frontEnd_modeCMS	FrontLibrary	Functional	Value that indicates whether it is in CMS mode.	Session
front_antiForgery_token	FrontLibrary	Necessary	Security token	Session
_ga	.lotsofhotels.com	Analytics	The _ga cookie, installed by Google Analytics, calculates visitor, session and campaign data and also keeps track of site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognize unique visitors.	2 Years
.ASPXAUTH	.lotsofhotels.com	Necessary	Authentication cookie	Session

What cookies do we use?

We use cookies throughout your browsing session to provide an easy, streamlined user experience, and to help us deliver the best possible services.

What information do we collect with cookies?

The only personal information a cookie can obtain is information supplied by you (by your device and by your online behaviour). The information we collect using cookies includes:

- details about your device's operating system;
- your browser type and capabilities;
- your device's Internet Protocol (IP) address and geo location;
- page usage statistics, including the time spent on each page;
- your browsing behaviour on our platforms, including:
 - your searches and search history;
 - pages you have visited, including how you were referred to each page.

How to manage cookies

We provide you with choices over the use of cookies as described in this Cookies Policy.

When you first visit our websites, where required by law, you will have the option to give your consent to the tracking and functional cookies we use, or to refuse your consent to our use of those cookies by indicating your choice using the options in the pop-up banner presented on your screen.

Adjust your browser settings

Cookies are supported by most web browsers, and most browsers are defaulted to accept and maintain cookies. If you do not wish to enable the use of cookies, you can adjust the settings on your browser to reject cookies, or to notify you when you receive a cookie, giving you the choice whether to accept it or not.

Please see below for instructions on how to manage cookies within some commonly-used web browsers.

Google Chrome

Open your Chrome browser > go to Customise and Control Google Chrome > Settings > Main Menu > Advanced > Privacy and Security > Content Settings > Cookies. Then you can choose your settings.

For more information about managing cookies in Chrome, see [here](#).

Safari

Go to Settings > Safari > Preferences > Privacy. Then you can choose your settings.

For more information, on [how to adjust cookie settings on Apple devices](#), see [here](#).

Internet Explorer and Edge

Open the browser > select Tools > Internet Options > Privacy > Advanced. Then you can choose your settings.

For more information visit [Microsoft Support](#).

Mozilla Firefox

Open Firefox > select Tools > Options > Privacy > Cookies. You can then choose your settings.

For more information visit [Mozilla support](#).

Opting out of other cookies

There are several online resources available to help you opt out of online behavioural advertising from third party advertising agencies. A good example is <http://optout.networkadvertising.org/?c=1>.

How to contact us

If you have any questions or concerns about the way we use cookies, you can contact our Data Protection Officer at any time, using the details below:

WebBeds Data Protection Officer

Email: personaldata@webbeds.com Phone: +613 9828 9500

Changes to this Cookies Policy

If we make any changes to this Cookies Policy, we will post these changes on our website, so you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

If you have questions or concerns regarding this Cookies Policy, please contact our Data Protection Offices, using the contact details above.