

Cookie Policy

When you use our sites (including mobile sites or mobile apps), we and third-party organisations may collect information by using 'cookies' and other technologies (for simplicity we refer to all such technologies as 'cookies').

For a list of the companies which use cookies and how they use them please access our Cookie Consent Tool. This is always available at the bottom corner of our sites.

When visiting our sites, creating an account or when you buy tickets, you agree to us and third-party organisations using cookies in line with your cookie settings. You can use the Cookie Consent Tool to change your preferences at any time. For information about how your personal information is used please see our Privacy Policy

What are cookies?

A cookie is a small text file—containing small amounts of information— that passes to your computer through your web browser so that the website can remember who you are.

The length of time a cookie will stay on your computer depends on whether it is a persistent or session cookie. Session cookies are temporary cookies that stay on your computer until you leave the website. Persistent cookies stay on your computer after you have finished browsing until they expire or are deleted.

A pixel tag or sometimes called a web beacon is an invisible image with a line of code which is placed within an email message or on a web page. Cookies can either be categorised in to First or Third Party cookies. "First Party Cookies" are cookies that Escape to Freight Island places on your device whereas "Third Party Cookies" are cookies that another party controls but are placed on your device when you visit our site. For example, we use Google Analytics cookies to gather information about the user experience on our website.

What are cookies used for?

Cookies can be put into one of the following categories: strictly necessary; analytics, functionality and advertising cookies. The table provides more information about each category.

Essential Cookies

These cookies are essential to make our website work. They enable you to move around the site and use its features. Necessary services, like the ability to access secure areas cannot be provided without these cookies.

For example, keeping you logged in during your visit. Without these cookies the site might forget you and you'd have to constantly log back in. When you buy tickets, cookies make sure they're still in your shopping basket when you get to the checkout.

Analytics Cookies

These cookies collect information about how people use our site, such as which pages are most frequently visited, and how people are moving from one link to another. Information collected on our open site are grouped together with information from other people's use of our site on an aggregated basis. If you have logged into the client portal we may associate information from the cookies with your account. Overall, these cookies provide us with analytical information about how our site is performing and how we can improve it.

Functionality Cookies

These cookies allow us to remember choices you make and tailor our site to provide enhanced features and content to you. For example, these cookies can be used to remember your user name (but not your password), they can also be used to remember changes you've made to text size, font and other parts of pages that you can customize.

Advertising and Marketing Cookies

These cookies are used to deliver marketing and advertising message that are tailored to you based on what you have browsed, purchased or shown interest in. We use these cookies in conjunction with third-party organisations who provide tools that enable us to group you with other users to target these messages and adverts. For example, when you browse our websites or apps, add tickets to your basket or make a purchase you may subsequently see adverts or messages for these or similar events. This could include an advert on Facebook, search results in Google or an email from us reminding you still have tickets in your basket. All third parties we work with conform to online behavioural advertising (OBA) industry standards to ensure you are not personally identified and you have the options to opt out in the future.

How to manage cookies from this site

In addition to our Cookie Consent Tool, most browsers will enable you to manage your cookies preferences e.g. have the browser notify you when you receive a new cookie or use it to disable cookies altogether. If you do decide to disable or delete these altogether some sites won't work as well as they rely on cookies to provide you with the service, you have requested. If you do decide to disable or delete them altogether some sites won't work as well as they rely on cookies to provide you with the service you have requested (see Strictly Necessary Cookies, above)

If you do not wish to allow us and third-party organisations to use cookies within our emails, such as pixel tags, the best way to do this is not to enable images when you view our emails. In other words, only view the plain-text of the email. Some web browsers and email clients have settings or extensions available to disable/block such cookies such as Gmail.

Changing browser settings

You can change your browser settings to limit which cookies can be set. These settings are usually found in the 'options' or 'preferences' menu for your browser.

Further information can be found here, or in the 'Help' menu of your browser:

[Cookie settings in Internet Explorer](#)

[Cookie settings in Chrome](#)

[Cookie settings in Firefox](#)

[Cookie settings in Safari](#)

[Updates to this policy](#)

We may update this policy from time to time, please check back regularly for amendments.

Policy last updated 4th Feb 2020.