



## Birdsong Cottage Terms and Conditions of Internet Access

Revision 1.00 – 25.07.2019

### Service Overview

Wireless internet access (WiFi) is provided to guests free of charge via the EE mobile network. On behalf of our guests, we have a limited data package each month and therefore have to operate a "fair usage" policy to ensure that we can provide a reliable service and so that each guest has the same data allowance each week.

### Fair Usage Policy

On check-in, we provide 15GB of data for a 7 night stay / per week. The internet access is only suitable for activities such as browsing the web, using messaging services such as WhatsApp and accessing emails. As mobile reception is also patchy indoors, the WiFi is capable of supporting voice over WiFi calling services if you have these enabled on your phone. These services do not use much data.

If guests reach the 15GB allowance, the WiFi service will no longer work and you will not be able to get onto the internet. It is not possible to exceed the allowance and incur additional charges.

We will try to let you know when you are close to using your data allowance so that you can limit your usage if possible. However, in most cases, we will be unable to provide additional data for the duration of your stay in the interest of other guests.

### Types of Usage

Normal web browsing, email access or using a messaging service like WhatsApp uses relatively little data, other types of internet access such as watching catch-up TV, videos on YouTube or Facebook or downloading a music track can use significantly more. Streaming or downloading a HD movie uses the most.

If guests using multiple mobile devices, you'll need to consider how many devices, such as phones and tablets, are connecting to the cottage WiFi, along with what each device is using the internet for. The amount of data you use depends on what you're doing and how much time you spend doing it.

Below are some handy figures that give you an idea about how much data certain activities use. The figures are estimated and based on averages, so your actual usage may be a little higher or lower:

Type of internet use	Average data usage
High definition movie	2.2 GB per hour
Standard definition movie	1.2 GB per hour
Online catch-up TV service (iPlayer)	600 MB per hour
Video streaming: e.g. YouTube	400 MB per hour
Online Gaming	50 MB per hour
Music (1 album, 10 tracks)	80 MB
Uploading Photos	5 MB per photo
Facebook Browsing	150 MB per hour
App update (average per app)	100 MB

### Online Content and Safety

For the comfort and safety of all our guests, basic content filtering is applied to our internet service. This service is managed by EE and not by us directly so we cannot change the sites which are allowed and blocked.

Content blocking is not optional for guests but should not be relied upon to safeguard the protection of individuals from harmful content on the internet. Birdsong Cottage cannot be held not liable for any inappropriate content, damage, costs or technical problem incurred by guests when accessing the internet.

### Hints and Tips

We recommend that guests perform any software / firmware / app updates and downloads whilst connected to WiFi hotspots outside the cottage or before their arrival.

The Donkey Sanctuary has fast and free WiFi in the café/restaurant along with the Blue Ball Inn and other shops / café bars nearby.

Downloading music, movies or video streaming will quickly use up your allocation. We highly recommend that the internet service is not used for this purpose.

To minimise background data usage on your devices, we recommend that you close apps properly on your device and disable syncing.

Turn off push email – Push email is when emails are sent directly to your phone from the server. It means you are constantly in touch, but uses data each time the email is 'pushed'. Instead, set your device to check for new mail every 30 minutes.

Facebook videos can use a large amount of data and often play automatically when scrolling down your news feed. You can stop Facebook videos from playing automatically by doing the following:

To adjust this setting on your **computer**:

From the top right of Facebook, click and select Settings.  
Click Videos in the left menu.

Click the dropdown menu next to Autoplay Videos and select 'Off'

To adjust this setting on your **iPhone or iPad**:

Open the Facebook app.  
Tap More.  
Scroll down and tap Settings > Account Settings  
Tap Videos and Photos > Autoplay.  
Choose an option.

To adjust this setting on your **Android phone or Tablet**:

Open the Facebook app.  
Tap the menu icon in the top right.  
Scroll down and tap Settings & Privacy > Data Saver  
Tap the icon next to Data Saver to turn on.