

THE GROVE HOSPITALITY GROUP: Privacy Policy

“Because your secrets (and your emails) are safe with us.”

What We Collect

When you book a stay, sign up for our newsletter, or just say hey – we might collect a few things from you, like:

- Your name (we love knowing it!)
- Your email address
- Your phone number (text us maybe?)
- Payment info (securely processed via trusted providers)
- Booking preferences and special requests
- Any feedback or reviews you leave us (we read every word)

We only collect what we need to provide you with the best possible Grove experience – and maybe send the occasional cheeky promo your way.

What We Don't Do

We don't sell your info. We don't trade it, rent it, or hand it over to strangers in trench coats. Ever.

We don't stalk your browser history or track your every move.

(But we do use cookies and analytics to improve your experience – more on that below.)

Cookies, But Not the Gooey Kind

We use digital “cookies” (sadly, not the edible kind) to help our website work better.

These tools let us:

- Remember your preferences
- See what pages guests love (and which ones need a makeover)
- Run ads to folks who've visited our site (aka: “Hey, you forgot to book!”)

You can adjust your cookie settings anytime in your browser. No judgment.

How We Use Your Info

We may use your info to:

- Confirm bookings and send important stay details
- Send you offers, promotions, or updates (only the fun stuff, promise)
- Improve our website and services
- Respond to your questions, feedback, or love notes
- Meet legal requirements (because grown-uping is part of owning a hotel)

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(con't)

Security

We keep your info safe with reasonable security measures and secure platforms (like trusted payment processors). We're a hospitality group – not hackers.

Unsubscribe Anytime

Getting too many emails from us? No hard feelings. Every promo email includes an unsubscribe link. Click it and you'll be off the list faster than you can say "espresso martini."

Talk to Us

Questions about your data? Want us to update or delete something? Curious what we know about you?


Reach out to the Lady Boss anytime:

 jennifer@thegrove.rocks |  519.712.9087

The Legal Stuff

This policy applies to The Grove Hotel, The Grove Motel, and JOE. Hot+Cold. By using our website or booking with us, you agree to the terms outlined above.

Last updated: April 30, 2025

 *P.S. If you've actually read this entire Privacy Policy, we're wildly impressed. As a lawyer-turned-hotelier (true story), Jennifer personally salutes your attention to detail – and as a reward, we're offering you \$100 off your next stay. Just email the Lady Boss and say the code words: "I read the fine print."*

The Grove Hotel • The Grove Motel • JOE. Hot+Cold
Proudly Indigenous-owned, woman-led, and truly Canadian. 
www.thegrove.rocks