



Terms and Conditions for Guests at SYHA Hostels

Customers making an individual booking (up to 9 persons) should refer to sections 1, 2 and 10
Customers making a group booking (10 or more persons) should refer to sections 1, 3 and 10
Customers making an Activity Holiday booking should refer to sections 1, 4 and 10
Customers making a RentaHostel booking should refer to sections 1, 5 and 10
Customers making an Internet booking should refer to sections 1, 6 and 10
Customers making a School Itinerary booking should refer to sections 1, 7 and 10
Customers buying or using SYHA gift vouchers should refer to sections 1, 8 and 10
Customers making a Conference/Seminar booking should refer to sections 1, 9 and 10

1. General

- SYHA reserves the right to update the "Terms and Conditions for Guests at SYHA Hostels", at any time.
- The conditions pertaining to a booking are those detailed in the issue of "Terms and Conditions for Guests at SYHA Hostels" which is current at the time of booking.
- These terms and conditions relate only to bookings in SYHA hostels, not to affiliate or independent hostels.

1.0.1 Mission Statement

- The principal objective of the Association is: 'To help all, but especially young people to experience and appreciate the Scottish countryside and places of historic and cultural interest in Scotland, and to promote their health, recreation and education, particularly by providing low cost accommodation for them on their travels.'

1.0.2 Definitions

In this document:

- "SYHA", "Hostelling Scotland", "we", "us" and "the Association" means the Scottish Youth Hostels Association
- "Customer", "you" and "Guest" means any customer who makes or is making a booking with SYHA
- SYHA is a part of the International Youth Hostelling Federation (IYHF)

1.0.3 Products

- SYHA Hostelling Scotland has a range of hostels in a variety of locations. Some are open all year, some are open during the summer only, and some are available out of season under the RentaHostel programme. Some hostels are able to provide catering for groups or individuals. Private rooms are available at some hostels, subject to availability and subject to an additional charge, and can be requested at time of booking. SYHA also runs Activity Holidays in a number of areas. More details of all of our hostels are available from www.syha.org.uk or in the current edition of the Hostel Guide.

1.0.4 Contract

- All bookings are made subject to these Terms and Conditions and the person placing the booking warrants that he/she has the full authority to do so on behalf of all persons they are making the booking for, and confirms that all persons are aware of these Terms and Conditions.
- A contract for the supply of accommodation and (where applicable) other related services will be formed when SYHA accepts a booking or (if earlier) starts to provide the services.

1.1 Hostels

1.1.1 Hostel Facilities

- Our brochures, leaflets and websites detail the facilities available at each hostel. Further information can be gained upon request to the Reservations Department or can be obtained directly from the hostel.
- All standard bookings are for bed reservations only. They do not ensure room bookings.
- Room requirements should be requested at time of booking. We will endeavour to assist with all room requests; however, we cannot guarantee specific room types for any member of the party. Room requests are subject to required hostel availability and may incur an additional charge.
- SYHA Hostelling Scotland accepts no responsibility for extra costs incurred by any person, driver or group leader not willing to share room facilities with others drivers, group leaders or persons.
- SYHA reserves the right to amend rooming lists until the time of arrival.
- Some hostels are open all day although access to bedrooms/dormitories may not be possible until 1700 hours.
- Other hostels are open from 1700 hours and customers are expected to check out by 1030 hours.
- Bed linen is provided at all hostels except Loch Ossian and Glen Affric. Pillows and blankets/duvets are provided at these hostels but customers will need to bring their own sheet sleeping bag.
- There is no vehicular access to Loch Ossian or Glen Affric. Loch Ossian can be accessed by foot from the local train station (Corrour Station), 1 mile away. Glen Affric is in a remote location with the nearest road access approx 7.5 miles

away. We recommend you bring a map and compass, and appropriate outdoor clothing. Allow at least 2.5 hours to walk to the hostel.

1.1.2 Accuracy of Information and Promotional Materials

- SYHA Hostelling Scotland exerts all due care and diligence when producing electronic and printed materials on hostel facilities and local attractions. However, we reserve the right to revise, update or make obsolete some or all of the contents without obligation to notify any person of such changes.
- Despite every effort to the contrary, errors, omissions or discrepancies may occur in the preparation of promotional and informational documents (electronic and printed), and SYHA assumes no liability for loss or damages incurred due in part or in whole to such errors.
- All maps and photographs displayed in SYHA Hostelling Scotland printed and electronic materials are for information purposes only.

1.1.3 Hostel Grading

- The category gradings given to our hostels are those awarded by VisitScotland. These are issued within strict guidelines through the VisitScotland Quality Assurance Grading Scheme with all SYHA hostels being inspected annually.
- Details of each hostel's grade are given on the SYHA website (www.syha.org.uk) and in the current edition of the Hostel Guide.
- Customers should expect facilities in line with the grading of the hostel, and should expect that a one-star or two star hostel will be fairly basic in terms of facilities and decoration.
- SYHA Hostelling Scotland is also a member of the Green Tourism Business Grading Scheme and most of our hostels are designated under the Walkers Welcome and Cyclists Welcome schemes. More information is available from www.visitscotland.com

1.1.4 Affiliate / Adopted Hostels

- A number of hostels are promoted by SYHA Hostelling Scotland as affiliate or adopted hostels. These hostels are not owned or run by SYHA and are not governed by these terms and conditions. Although we have carefully chosen the hostels to be promoted by SYHA, we are not responsible for the quality of the Customer's experience in these hostels. Any complaint or comment regarding a stay in these hostels should in the first instance be directed to the manager/owner and copied to the Customer Services Manager at SYHA Hostelling Scotland. SYHA can provide contact details if required.

1.1.5 Meals

- Self-catering facilities are available at all hostels. In some hostels, because of the limited size of the self-catering kitchen or dining room, larger groups will be asked to take catered meals provided by the hostel at an additional cost.
- Catering can be provided at selected hostels for groups of 10 persons or more. In some hostels, catering may also be available for individuals and small parties. Please ask the Reservations Department for details.
- Evening meals for groups are served at an agreed time. If the group is late and have not given reasonable notice (72 hours' notice or more) to the hostel, the meal may be cancelled at the Hostel Manager's discretion and all costs charged to the group.
- If numbers change from the confirmed booking numbers, without reasonable notice (48 hours' notice or more) being given to the hostel, no refund for meals not taken will be offered.
- Special dietary requirements should be notified at time of booking or at the earliest opportunity thereafter. Requirements may not be considered if no reasonable notice has been given (72 hours' notice or more).

1.1.6 Parking

- Parking facilities vary at each hostel. SYHA does not accept responsibility for loss or damage to vehicles parked within hostel grounds. All vehicles are parked and left at the owner's risk. All buses/coaches must turn off engines whilst stationary within hostel grounds.

1.1.7 Personal Possessions

- Whilst every effort is made to ensure excellent security at our premises, SYHA is not responsible for visitor's property, which includes luggage stored in luggage room or bicycles stored in cycle racks or cycle sheds. Some hostels have lockers available for customer use with padlocks available for sale at the hostel reception.

1.1.8 Use of Alcohol, Smoking and Drugs

- In licensed hostels beer, cider and wine purchased in the hostel are permitted within designated areas within the hostels as per the licensing laws in Scotland. The consumption of alcohol not purchased in the hostel is only permitted in the self catering dining rooms together with a meal at the discretion of the hostel manager. Guests are requested to consider the collective needs and comfort of others in the hostel (see Code of Conduct, section 1.3.5 below). Under Section 68 of The 1976 Licensing (Scotland) Act it is an offence for any person under 18 to buy or attempt to buy alcohol or consume alcohol. It is also an offence to buy alcohol for consumption by a person under 18.
- All SYHA hostels are non-smoking buildings and under Scottish law it is an offence to smoke anywhere within any of the hostels. Smoking is permitted only in designated areas outside the hostels. The use of illegal drugs is strictly prohibited

in and around any SYHA hostel at any time. If the Hostel Manager/staff member suspects that a person is in possession of illegal drugs, he or she will contact the local police.

- Guests found to be contravening the above policies may be requested to leave the hostel without refund.

1.1.9 Hazardous Items

- The use of candles and camping stoves within any hostel is strictly prohibited at all times.
- The use of fireworks in and around the hostel grounds is strictly prohibited.
- The use of barbecues and the lighting of fires in and around the hostel grounds is strictly prohibited.

1.2 Membership

1.2.1 Requirement for Membership

- SYHA Hostelling Scotland is a membership organisation. Everyone staying in an SYHA hostel must be a member of SYHA or another member association of Hostelling International (HI). The type of membership held must be suitable for the party using the hostel, as described below. For bookings through hostelworld.com and hostelbookers.com a complimentary membership will be issued on arrival. For bookings at SYHA Edinburgh and St Andrews summer-only hostels a complimentary membership will be issued on arrival.
- Current membership cards must be shown on arrival at the hostel.
- Hostel prices shown in promotional literature, directories, advertising and online assume full membership of SYHA Hostelling Scotland or an affiliated HI association. Customers arriving at a hostel without a valid membership card will be required to purchase full membership (details below) or pay an additional charge per person per night for temporary membership.
- Membership of SYHA Hostelling Scotland gives membership access to all associated HI hostels worldwide. It is not necessary for an SYHA member to take out an additional membership for any other countries visited, if staying in HI hostels.

1.2.2 Membership Categories

Life membership: available to any named individual, with no age limit.

Individual membership (Adult): available to any named individual, aged 16 years or older.

Individual membership (Junior): free membership is available to any named individual aged under 16 years.

Juniors must always be accompanied by an adult in any SYHA hostel.

Family & Friends membership: one or two named individuals aged 16 years or over can hold a Family & Friends membership. This membership covers the named card holder(s) and the rest of their party to a maximum of 9 persons including the card holder(s). This can include children under the age of 16 but they must be accompanied by an adult. At least one of the card holders must be present when the card is used.

Group membership: group membership can be held by any named individual aged 16 years or older, and covers a group of 10 or more staying in an SYHA hostel. The card holder need not be present when the card is used. Children under the age of 16 must be accompanied by an adult.

Temporary membership: temporary membership can be held by any individual aged 16 years or over.

Temporary membership is valid for one night only. There is no limit on the number of temporary memberships purchased in a year. If an individual wishes to stay in an SYHA hostel and does not wish to take out full membership, then temporary membership is a minimum requirement and must be purchased for each night's stay.

International Membership: Membership of another IYHF Association provides membership access to SYHA hostels without the need for SYHA-specific membership. If a current IYHF card is shown on arrival at the hostel, there is no requirement to pay for temporary membership.

1.2.3 Membership prices

- Membership prices are as stated on the SYHA website (www.syha.org.uk) and in the current edition of the Hostel Guide.
- Membership payments are non-refundable.

1.2.4 Membership Benefits

- Members with a UK address (except temporary members) receive a copy of Hosteller magazine twice a year.
- Certain discounts or other benefits may be made available to SYHA members by third party suppliers. Such benefits will only be available to those with Individual, Life, Group or Family & Friends membership, and will only be applicable to the named card holder. Benefits will not be available to temporary members. Details of current membership benefits can be found at www.syha.org.uk or can be obtained from the Marketing Department at SYHA National Office.
- Membership cards must be shown in order to obtain membership benefits.
- If a member loses his/her card, a new card can be obtained from SYHA National Office or from any hostel if the membership is still current. A charge may be levied for the replacement card.

1.2.5 Communication with members

- The Hosteller magazine is our primary form of communication with members. It is sent only to current members with a UK address, excluding temporary members. One copy is sent per household unless requested otherwise.
- Information relevant to members will also be posted on the Association's website www.syha.org.uk

- Members are responsible for advising SYHA of any change in contact details.
- If any member prefers not to receive information (including by email) from SYHA they should notify the Membership Secretary in writing.

1.3 Hostel Guests

1.3.1 Guests with Disabilities, Medical Problems or Special Needs

- We advise you to notify us at the time of booking, and a minimum of 48 hours in advance, if you or any of your party have any disability, medical problem or special needs, which may require specific facilities. We will endeavour to meet your requirements where possible but special needs facilities vary by hostel – please check details before booking. It is the responsibility of the lead person to ensure that all special needs requirements are identified and communicated to SYHA staff.
- We cannot, however, provide assistance with walking, eating or other personal needs. If you need help, you must take someone with you who can take care of your needs. It is the responsibility of the group leader to ensure that all special needs requirements are identified and communicated to SYHA staff.

1.3.2 Equality of Access

- Scottish Youth Hostels are open to all. No customer will be discriminated against on the basis of race, nationality, gender, age, status, occupation, religion etc. Where an individual's circumstances may lead to special accommodation or catering requirements, we advise the Customer to notify us at the time of booking, and a minimum of 72 hours in advance so that, subject to availability, appropriate measures can be taken to meet the individual's needs.

1.3.3 Children

- SYHA's definition of a child is a young person aged between 3 and 15 years. An infant is a child under 3 years of age.
- SYHA takes its Child Protection responsibility seriously. Children have the right to be protected from abuse and harm at all times and in all situations. SYHA endeavours to protect these rights and minimise the risk of children being abused. Child Protection is the responsibility of every adult who has involvement with children. All SYHA staff have Disclosure Scotland clearance.
- The charging policy for young people staying in SYHA hostels is as follows:

Under 3 years of age	No Charge
Over 3 years and under 16 years	Junior Rate
16 years of age and over	Senior Rate

- Children under the age of 16 will only be allowed to stay in an SYHA hostel if accompanied by an adult. Membership is free to children under 16 (see section 1.2.2 above).
- Parties with young children (under 5) will only be accommodated in designated family rooms, where available. Young children can share accommodation only with their parents or guardians.
- From the age of 5 to 15 years, children must be accompanied by a parent or guardian and may be put into a single sex shared room with the parent or guardian and other guests, at the discretion and responsibility of the parent or guardian. The children, the parent/guardian and the other occupants of the room must be of the same sex. We advise that additional notice be given to the destination hostel when travelling with children, to ensure that suitable accommodation is available.

1.3.4 Proof of Identity

- Proof of membership, age, gender, concessionary status and/or identity will be required at time of booking, when becoming a member or on arrival at a hostel.

1.3.5 Code of Conduct

- Guests are required to give due consideration to the collective needs of others in the hostel, to take due care of the facilities provided and to respect the shared environment. In the interest of maintaining community relations, we expect all clients to refrain from any activity likely to antagonise the local community or bring the SYHA into disrepute.
- Any guest displaying unacceptable behaviour will be asked to leave the hostel without refund.
- During the hostel's normal open season, each hostel has a residential Hostel Manager or staff members who are contactable during your stay.
- SYHA reserves the right to call for assistance from any of the emergency services at any time.

1.3.6 Pets

- SYHA does not permit any pets in our hostels, except for assistance dogs only, which we must be advised about at the time of booking.

1.4 Booking and Payment

- All transactions with SYHA are in Pounds Sterling. No booking fees are charged for bookings made direct with SYHA.

- The primary purpose of Youth Hostels is to provide temporary accommodation to help all, but especially young people during their travels in Scotland. They are not intended or designed to be used as permanent or semi-permanent resident accommodation. Therefore the maximum duration for any single hostel stay is 21 days, unless specifically authorised by an appropriate member of the Senior Management Team in SYHA National Office.
- The items included in your hostel stay (accommodation and non-accommodation) are indicated on your confirmation booking statement/invoice.
- Prices are set annually, and vary from one hostel to another. Prices also vary at different times throughout the year, dependent on local market conditions. Prices currently in force can be found at www.syha.org.uk or by contacting the Reservations Department.
- We reserve the right to change our prices at any time, without notice.
- The price paid is the price in force at the time of booking. We will fully guarantee the price of your hostel stay on your confirmation booking statement/invoice.

1.4.1 Methods of Payment

- In person at an SYHA hostel or at SYHA National Office: Payment can be made by cash, cheque, debit or credit card (see below). Payment can also be made with postal orders, gift vouchers (see section 8 below), or by use of Wayfarer Vouchers or Reward Cards.
- By post or telephone: Payment can be made by debit or credit card, or cheque (see below). Online: Payment can be made by debit or credit card (see below).

Cheque payment

- Payment by cheque will only be accepted when supported by a cheque guarantee card which provides a guarantee to a value higher than the cost of the booking. If payment is made by cheque, the booking will not be made until the cheque is received. SYHA accepts no responsibility if previously available beds/rooms are not available for booking by the time the cheque arrives.

Debit and credit card payment

- No booking fees are charged by SYHA for credit or debit card transactions. The following card types are accepted: Visa Delta, Visa Electron, JCB, MasterCard, Visa, Solo, Maestro Domestic. The card used must be in the name of the person making the booking. All transactions are in pound sterling currency.

1.4.2 Concessions and Promotional Offers

- SYHA may from time to time run promotional offers entitling certain individuals or groups to free or reduced cost accommodation and/or other products/services. Such offers are subject to the specific terms and conditions relating to that offer, which will be available on www.syha.org.uk. Where specified, proof of eligibility must be provided before the offer can be accessed.

1.5 SYHA's Liability to its Customers

If SYHA has to cancel a booking

- In the rare event that SYHA has to cancel a booking, SYHA will make every effort to ensure none of the essential elements of the trip are changed.
- SYHA will offer the customer an option of accepting the amended booking, choice of alternative booking or receiving a full refund of all monies paid less value of any services and goods received.
- If for any reason SYHA has to make a significant change to the hostel stay once the trip has begun, the Customer is obliged to accept any reasonable alternative.
- A significant change is one which would materially affect the Customer's trip.
- SYHA will cancel a trip, without refund, if any member of a party behaves unreasonably or causes offence to other hostel guests, staff, neighbours or external service providers. This also applies if there is any damage to property or goods within the hostel environment.

Our Liability

- The maximum compensation SYHA will pay to a Customer is the cost of the trip and any agreed direct expense to a maximum of £25 per person per day.
- SYHA accepts responsibility for any damage caused to Customers as a result of any failure to perform or improper performance of the accommodation/catering services SYHA has agreed to provide to the Customer. SYHA will not be responsible for failure or improper performance when:
 - such failure is attributable to the Customer or a member of their party
 - such failure is attributable to a third party unconnected with the provision of services and is unforeseeable or unavoidable
 - such failure is due to Force Majeure, including, but not limited to, war, threat of war, civil commotion or strife, hostilities, strikes or other industrial dispute, natural disaster, fire, Act of God, terrorist activities, technical problems with transportation, closures of airports, ports and/or ferries, quarantine, epidemics, weather conditions, government action or other events outside our control.
- SYHA is not responsible for any arrangements a Customer makes with external providers whilst staying in SYHA hostels.

1.5.1 Circumstances Outwith Our Control

- SYHA cannot accept any liability and will not consider payment of compensation where the hostel booking could not be fulfilled due to circumstances which we or our suppliers could not, even with due care, have foreseen or avoided. Such events may include, but are not limited to, war, threat of war, civil commotion or strife, hostilities, strikes or other industrial dispute, natural disaster, fire, Act of God, terrorist activities, technical problems with transportation, closures of airports, ports and/or ferries, quarantine, epidemics, weather conditions, government action or other events outside our control.
- For other unforeseen internal operational reasons, SYHA may occasionally be forced to change or cancel one or more destination hostels. In such cases, every effort will be made to contact you in advance, using the contact details supplied at the time of booking or during any subsequent communication. In such cases, no surcharge will be made where customers are required to be relocated to a different hostel or alternative accommodation.

1.5.2 Third Party Liability

- Any third party "activity provider" with whom SYHA works on your behalf or whom you work with directly will be covered by their own public liability insurance.

1.5.3 Accidents and Injury

- As far as the law allows, SYHA takes no responsibility for loss to any Customer as a consequence of this agreement or the occupancy following thereon.

1.5.4 Insurance

- All our premises are covered SYHA's standard protection and liability insurances. If you require a copy in advance, this can be obtained from the Reservations Department on request. Customers are not, however, covered by our insurance for personal injury, damage or theft of property whilst in a Youth Hostel, or public transport delays/cancellations. You are advised to ensure that you are covered independently for such events. We recommend personal travel insurance, including cancellation insurance.

1.5.5 Complaints

- Many problems can be rectified if you inform us as soon as they happen.
- If you have a justifiable complaint you should notify the Hostel Manager/Deputy Manager immediately. If any complaint is not resolved immediately or cannot be dealt with at the time, you should write to the Customer Services Department at SYHA, 7 Glebe Crescent, Stirling, FK8 2JA, within 28 days of your stay.
- In extreme cases you can call 0845 293 73 73, open Monday – Friday 09.00 - 17.00 and we will endeavour where possible to resolve the difficulty.
- Where a customer is happy with the service received from SYHA, or where constructive criticism can be made which will help us to improve our service in future, you are invited to complete our online feedback form on www.syha.org.uk.

1.5.6 Governing Law

- The contract between SYHA and the Customer, and any matters arising from it, will be governed by Scottish law. Scottish Courts will have exclusive jurisdiction to deal with all disputes.

1.5.7 Your Information

- The Scottish Youth Hostels Association is registered with the United Kingdom Data Protection Registrar. As required by the UK Data Protection Acts of 1984 and 1998, SYHA follow strict security procedures in the storage and disclosure of information given to us, to prevent unauthorised access. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you.
- The Scottish Youth Hostels Association will ask you for personal information such as Name and Contact Details for the purpose of making reservations or administering memberships.
- We may use the information you have given to inform you of future services or special offers relating to SYHA only.
- SYHA does not sell, trade or rent customers' personal information to others. The only exception is when we take a booking on behalf of an adopted/affiliate hostel and pass on your booking details to the manager or staff of that hostel. Details will be inputted to our internal systems only, and will not be accessible by the general public. SYHA may provide aggregate statistics about our customers, sales, traffic patterns, and related site information to reputable third-party vendors, but these statistics will include no personally identifying information.
- We never disclose information about a member or guest to any other person or organisation without your consent unless there is an emergency situation that requires it or we are legally required to do so.
- Calls to the Reservations Department may be recorded. SYHA is allowed to monitor telephone calls to ascertain compliance with regulatory or self-regulatory practices or procedures, or to ascertain or demonstrate standards which are or ought to be achieved.
- If you would prefer not to receive marketing and promotional materials and information from SYHA, please contact the Marketing Department, SYHA, 7 Glebe Crescent, Stirling FK8 2JA, stating your name, address and, if applicable, email address.
- All customers have a right to make a subject access request under the Data Protection Act 1998. To do so, please contact the Marketing Department, SYHA, 7 Glebe Crescent, Stirling FK8 2JA, stating your name, address and, if applicable, email address.

2 Additional Specific Terms and Conditions for Individual Bookings

2.1 Definition of an Individual Booking

- Any booking for nine or fewer people is regarded as an individual booking. One person from the party will be responsible for making the booking and arranging payment, and this person is regarded as the Lead Person. The Lead Person will be the point of contact for all correspondence and will also be the primary contact within the hostel during the stay.

2.2 How to Book

- Individual bookings can be made online through www.syha.org.uk or a number of external booking agencies; by contacting the Reservations Department on +44 (0) 845 293 73 73 or at reservations@syha.org.uk; in person at any SYHA hostel during opening hours; in person at the SYHA National Office at 7 Glebe Crescent, Stirling, FK8 2JA; or through another IYHF (International Youth Hostel Federation) Association.

2.3 Membership

- SYHA is a membership organisation. All individuals staying in a SYHA hostel (with the exception of Edinburgh and St Andrews summer-only hostels) must be members of SYHA. The membership can be covered by a temporary, individual, life or Family & Friends membership, subject to the conditions of each membership category. See section 1.2.2 for full details of membership.
- Membership must be purchased at time of booking. Anyone arriving at a hostel without having made a booking and holding no current membership will be offered the option of purchasing a life, individual or Family & Friends membership, or will be charged an additional charge per person per night for temporary membership.

2.4 Payment

- All individual bookings must be paid in full at the time of booking. No bookings will be taken or confirmed without full payment.

2.5 Changing or Cancelling a Reservation

- All cancellations or refund requests should be directed to the relevant hostel or to the Customer Services Department.
- Each stay at a different hostel is referred to as a stage. Where a customer moves from one hostel to another, it is referred to as a multi-stage booking. For cancellations or changes, each stage (ie each stay at a different hostel) is treated separately.
- If the booking is a multi-stage booking, relating to more than one hostel, the customer can choose to cancel the entire booking or only certain stages. Each stage should be cancelled separately.
- If a stage is cancelled more than 72 hours before the due arrival point, a refund of 90% of the cost of that stage can be given. Arrival point is deemed to be 1800 hours on any given day. Bookings cancelled within 72 hours of the arrival point or after the arrival point will incur a cancellation fee of 100% of the entire cost of the stay at that hostel.
- When the customer has not cancelled a stage, but does not show up at the hostel on the first night, the remainder of the stay at that hostel will be deemed cancelled unless SYHA is notified otherwise by the Customer.
- Whenever a booking is cancelled, whether more or less than 72 hours in advance, any costs expended by SYHA to book third party providers on behalf of the Customer will not be refunded.
- Cancellation charges will also apply for any meals booked in advance. If a stage is cancelled more than 72 hours in advance, the cost of the meals will be refunded in full. If a stage is cancelled within 72 hours of the arrival point, the full cost of any meals booked will be charged to the customer.

2.6 Arrival and Departure

- Individuals can normally check into hostels from 1700 hours to 2230 hours. Some hostels have extended reception opening times. Details of a hostel's opening hours can be obtained from the Reservations Department or direct from the hostel. Customers checking in before 1700 hours may not have access to their rooms until 1700 hours.
- Individuals wishing to arrive later than 1800 hours on their arrival day should notify SYHA at time of booking to retain the accommodation booked
- On departure, guests are expected to leave the hostel by the required departure time, notified at each hostel reception, normally 1030 hours.

3 Additional Specific Terms and Conditions for Group Bookings

3.1 Definition and Requirements of a Group Booking

- Group bookings are defined as an organised group of 10 people or more.
- Every group is required to have a leader, regarded as the Lead Person, who is responsible for making and paying for the booking and is the main point of contact before, during and after the stay.
- The Lead Person is required to be resident within the hostel throughout the duration of their booking.
- The Lead Person must be aged 18 years or over.
- For all group bookings, SYHA must have a direct mobile contact with the lead person whilst travelling, and a contact email address.

3.2 How to Book

- Bookings can be made by contacting the Reservations Department on +44 (0) 845 293 73 73 or at reservations@syha.org.uk. Only initial group bookings can be made at a hostel and details will be passed on to the Reservations department thereafter.
- Smaller group bookings can also be made online at www.syha.org.uk
- Your contract is with Scottish Youth Hostels Association and not a travel agent if you choose to use their services. If you do choose to book through a travel agency, any advice they give you, which is not based on advice which we have given them, is their responsibility. As a result, we do not accept liability if you receive incorrect information or advice in these circumstances.

3.3 Membership

- Please ensure that the group leader has a valid SYHA group membership card before arrival at the hostel. Memberships can be purchased by calling our Reservations Department on 0845 293 73 73 for an application form or by downloading from our website at www.syha.org.uk.

3.4 Payment

- When you have made a reservation you will be requested to confirm your booking by means of a 20% non-refundable deposit of the total cost by an agreed date. If the deposit is not received by the agreed date the beds or rooms will be released.
- All deposits/payments made by credit or debit card will be transacted at the time of booking confirmation, not on arrival at the hostel.
- Online group bookings require full payment at the time of booking.
- You must pay the balance of your booking by the date stated on your confirmation booking statement/invoice, usually 6 weeks before the date of arrival. If full payment is not received by the stated date, the booking will be cancelled.
- If the booking is made within **6 weeks** of arrival, full payment will be required at the time of booking.
- We will send you or your travel agent the confirmation invoice, together with these booking conditions and any other specific information requested.
- Once the Association has received your deposit, this will form a binding contract with you.
- SYHA will apply an administration charge of 10% of the total invoice cost for all group bookings where additional services are requested (e.g. activity/cultural package).
- Where a credit agreement is in place between SYHA and a group organiser, the booking and payment terms will be as specified in the credit agreement.

3.5 Changing or Cancelling a Booking

- If you need to change your booking please let us know immediately by e-mail or phone.
- If you or any of you party requires to cancel or change their hostel stay once it has been confirmed, the Lead Person must **inform us in writing**. We will then ask you to pay any cancellation charge as shown below in the cancellation table.
- Additionally, we will charge you for any monies we have already paid at the time of cancellation to a third party supplier. This may include, but is not limited to, activity providers and transport providers, tourism/educational venues.
- Additionally, if SYHA is charged a cancellation fee by a third party supplier, we will pass on that cost to be recovered from the Customer.
- These costs include money we have to pay to suppliers and any money we lose as result of the cancellation. If you are making an insurance claim please ensure you retain all booking and cancellation information.
- If you wish to add to your party numbers, please ensure you contact us immediately to check availability. If no advance notification is given, SYHA reserve the right to refuse any late additions.
- No refund will be given for any night(s) not spent as part of the trip itinerary. If, however, guests spend additional nights at a hostel, the additional cost must be paid directly to the hostel.
- We have the right to use any money already paid to cover cancellation charges.
- The cancellation charges apply to your full booking and are as follows:

Period before your arrival date	Charge per person
More than 6 weeks (43 days or more)	20% of total cost
6 – 2 weeks (42- 15 days)	55% of total cost
2 – 0 weeks (14-1 day)	100% of total cost

- Late reductions in numbers will be charged as per our cancellation policy.
- Cancellation charges will also apply for any meals booked in advance. If a stage is cancelled more than 2 weeks in advance, the cost of the meals will be refunded in full. If a stage is cancelled less than 2 weeks before the arrival date, the full cost of any meals booked will be charged.

3.6 Arrival and Departure

- On arrival at the hostel the lead person is required to sign all relevant registration documentation. The Lead Person is required to present a full list of participants for fire regulation purposes to hostel reception staff.
- The normal arrival time at a hostel is no earlier than 1700 hours. Some hostels may be able to accept earlier arrivals but this should be confirmed with the individual hostel in advance. Luggage storage for early arrivals may be available at the hostel, but this should be checked with the hostel in advance.

- Groups wishing to arrive later than 1800 hours on their arrival day should notify SYHA at time of booking to retain the accommodation booked.
- Guests are expected to leave the hostel by the required departure time, notified at each hostel reception, this is normally 1030 hours.
- On arrival, for group parties, the lead person must agree to be responsible for the discipline and behaviour of their party at any time during their stay and provide a mobile phone number to be contactable at all times. The Lead Person may be liable for damage caused by the action of their party members and/or be asked to remove their group from the hostel if behaviour is unacceptable. Any damage to the hostel or its contents will be charged to the group.

3.7 Groups with Children

- To ensure the rights of children are protected and risk minimised, SYHA accommodate children travelling as part of a bona fide group or school through the following:
 - Young people over 5 years and under 16 years will be accommodated in same sex room accommodation designated for their group use only.
 - All group leaders (Lead Persons) and drivers will be accommodated in separate accommodation from their group members where possible. Separate accommodation may be subject to a supplementary charge.
 - SYHA requires the Lead Person to hold in their possession medical details and emergency contact details for each child in their care and make this available to SYHA staff in emergency situations.
 - The Lead Person is responsible for the behaviour of children in their care at all times. SYHA do not accept responsibility for the care and supervision of children in our hostels.
 - The Lead Person and all group participants are expected to adhere to the SYHA Code of Conduct at all times.

Mixed sex groups should ensure they have adequate leaders of both sexes. The recommended ratio is 1:8 (according to child protection guidelines) and this may need to be higher for groups of children with special needs. There is a legal requirement at Edinburgh Central Youth Hostel for a minimum 1:10 ratio of adults to children.

4 Additional Specific Terms and Conditions for Activity Holidays

The provision of package holidays is subject to the Package Tour Regulations. SYHA complies with the requirements of the Regulations in respect of Activity Holidays.

4.1 Definition and Requirements of an Activity Holiday

- SYHA organises a number of activity holidays, run by experienced and qualified leaders, based in SYHA hostels.
- SYHA arranges access to a number of activity holidays run by activity providers. These activity holidays include:
 - Loan of technical equipment (if required) from the activity provider
 - Transport, by minibus, depending on the course (see specific holiday itinerary for full details)
 - Instruction/guiding
 - Youth hostel accommodation in bunk-bedded rooms and self-catering facilities (see specific holiday itinerary for full details) provided by SYHA
- Personal clothing (eg waterproofs, fleeces, rucksacks and boots) is not included.
- Personal insurance is not included. We advise Customers to take out their own insurance to cover cancellation and/or curtailment of the holiday, injury, death, loss of baggage and money. This insurance should recognise the activity being undertaken
- By taking part in an SYHA holiday, the Customer undertakes to conform to the rules and regulations of the Association and the directions and order of the organisers and instructors. The authority of the leader/instructor is final and his/her decision is to be accepted at all times.
- Some courses require minimum numbers in order for them to run. Where this is the case it will be notified on the booking confirmation. If minimum numbers are not reached, the holiday will be cancelled, customers notified and all monies paid will be refunded.
- We will endeavour to ensure that advertised holiday actually runs. However, we reserve the right to cancel or modify the content of a holiday due to prevailing weather or other conditions. In the event of a cancellation by SYHA a full refund or alternative holiday dates or an alternative holiday will be offered. Our liability does not extend beyond this.

4.2 Health, Fitness and Age

- Mountaineering and its associated activities require appropriate fitness levels. The Customer must notify SYHA of any illness or impairment when booking, and we reserve the right to ask a Customer to leave the holiday if their continued participation jeopardises the safety or enjoyment of the other customers or in our opinion jeopardises their own safety or well being.
- The minimum age for participants is 12 years for family holidays and 18 years for adult holidays.
- Participants of SYHA holidays must be physically fit. In particular they must not be liable to any condition which precludes strenuous exercise.
- SYHA activity holidays are graded to give an indication of the level of challenge provided and the level of fitness required. Customers should ensure that they select an activity holiday suitable to their level of experience and physical fitness.
- Some activity holidays have additional restrictions and requirements, as detailed in the holiday itinerary. These must be adhered to by the Customer.

4.3 Safety

- Outdoor activities are potentially hazardous by their nature and individual Customers must accept that participation is at their own risk.
- We check with all third party activity providers that their instructors and leaders are carefully vetted and qualified for the activities that they control. Participants must agree to abide by the decisions and directions of the leader/instructor.
- The Customer must advise the leader/instructor if they suffer from any medical condition, or are taking any medication, which may affect their ability to undertake the activity they have chosen.
- Subject to not infringing the participant's legal rights, neither the Association nor its servants or agents is liable for loss, injury, accident or damage which may arise during the holiday, or as a result of it, and every Customer taking part shall be in every respect at his or her own risk.

4.4 How to Book

- All activity holidays should be booked through the Reservations Department on 0845 293 73 73.
- The contract between SYHA and the Customer takes effect once the booking is confirmed and a reference number has been allocated and advised to the Customer.

4.5 Membership

- All applicants must be members of SYHA or another IYHF Association.
- The cost of SYHA membership is included in the published cost of the holiday. Please tick the box on the booking form if you are already a member. Membership cards must be shown on arrival at the hostel.

4.6 Payment

- A non-refundable deposit is required at the time of booking for each person. We will send a booking confirmation with no reminder.
- The payment of the balance is due four weeks before the course starts. If this payment is not received by the due date, we reserve the right to treat the booking as cancelled and to retain the deposit.
- Bookings made four or less weeks before the holiday start date must include full payment at time of booking.
- Any loaned or hired equipment that is lost or damaged will be chargeable to the Customer at the current replacement cost at our sole discretion.

4.7 Changing or Cancelling a Booking

- If you need to cancel your holiday please inform us immediately. Cancellations must then be notified to the Reservations Department **in writing**.
- Cancellations will be charged to the Customer on the following scale:

Period before your arrival date	Charge per person
28 days or more	loss of deposit
27-0 days	100% of cost of holiday

5 Additional Specific Terms and Conditions for RentaHostel

Please note: The RentaHostel programme is run jointly by the youth hostelling Associations of the United Kingdom and Ireland. The following information forms the booking terms & conditions for RentaHostels booked with the Scottish Youth Hostels Association only. If booking a hostel outwith Scotland, please contact the relevant Association to request a copy of their specific terms and conditions.

5.1 Definition and Parameters of RentaHostel

- The SYHA RentaHostel scheme allows a Customer or group to hire a whole hostel for exclusive use, normally during the winter season. No other customers can use the hostel at the same time, and the RentaHostel customer has full use of all hostel facilities except catering kitchens (unless specific arrangements are agreed in advance. Self-catering kitchens are available in all RentaHostels).
- The facilities available in a RentaHostel are the same as those available during the normal open season. This means that the accommodation is usually in bunk bedded rooms.
- In the event that you instruct third party contractors to operate within our premises i.e. caterers, disco firms, bar services or other, you must ensure that they possess all relevant insurances, qualifications and licences as required. Copies of these should be provided to the SYHA for reference prior to the start of your rental period. SYHA will charge a commission on services provided by third party suppliers.
- You can bring any number in your group, up to the **maximum number of beds available** for your chosen Youth Hostel (full details are in the relevant Hostel profile). Fire Regulations require that we know the actual number of people in your group, which should be confirmed to the Reservations Department two weeks prior to your arrival date.
- Any large changes (more than 5 persons - and not exceeding Hostel capacity) should be notified to the Reservations Department up to the arrival date.
- Carbisdale Castle and Loch Lomond Hostels can accommodate extra non-residential guests. Full details are on the Hostel profiles and the details must be entered on the booking form.
- You will find in your booking pack a RentaHostel Group List, which requires the names of all individuals using the hostel during your stay. The completed Group List should be presented to the Manager or staff member on arrival. This list should also be used to register that all guests have arrived.

- SYHA reserves the right to require the Lead Person to organise, at his/her own cost, stewards from a reputable stewarding company, if appropriate to the event being held in the hostel.
- Hostels cannot be hired under the RentaHostel scheme for any commercial use.
- SYHA will not permit conduct or activities which could cause an offence on racial, political, sectarian or religious grounds, or which could constitute a threat to public order.

5.2 Purpose of RentaHostel

- SYHA regrets that it cannot accept bookings for Commercial Events, or events which may bring SYHA into disrepute. SYHA reserves the right to determine which activities constitute a Commercial Event.

5.3 Weddings/Conferences/Functions at Carbisdale Castle and Loch Lomond

- The wedding/conference/function facilities at either of these hostels may be able to accommodate more day guests than residential. The Reservations Department **must** be informed of this at the time of booking. SYHA require both the expected number of guests at a wedding/conference/function during the day, and the expected guests residing in the Youth Hostel. Please note that there is a maximum capacity for both these Hostels as specified in the Hostel profile. The Group List must include all visitors. (Not applicable to any other Hostels where the number of guests must always be the maximum residential capacity only).

5.4 Minimum Hire Periods

- The minimum RentaHostel hire period for New Year Hire is three nights.
- The minimum RentaHostel hire period for Wedding Hire is two nights.
- The minimum RentaHostel hire period for weekends is generally two nights – exceptions will be advised at time of booking and a supplement may be charged.

5.5 What is Included

- You will have use of a fully furnished Youth Hostel. To give you the peace and freedom that our RentaHostel users are looking for, the Hostel Manager or staff member will be contactable but may not be in the hostel throughout your stay. On arrival you will be advised of contact details for the member of staff or the SYHA support services if required. The Hostel Manager or staff member may be resident during your stay.
- All utility costs (gas, electricity, water etc) are included in the price of the RentaHostel.
- All bed linen is supplied at the hostel, (except Loch Ossian, where customers should bring their own sheet sleeping bag – duvets and pillows are supplied), but you will need to bring your own towels and toiletries. Please do not use your own sleeping bags (except sheet sleeping bags at Loch Ossian).
- The Hostel Manager or staff member will clean the toilets and shower areas if you are booked for more than two nights.
- Catering equipment and crockery may be limited due to the size of the hostel you have chosen. If you have any special requirements, it is best that you check before continuing with your booking that the facilities are suitable for your needs.
- A profile of the hostel you have chosen will be included in the initial pack sent to you or is available upon request.
- Only the self catering kitchen is available for use, access to the main catering kitchens is not permitted except where previously agreed and the relevant documentation is provided and in this instance a charge will be made.

5.6 Definition and Responsibilities of Lead Person

- Each group staying in a RentaHostel must have at least one designated Lead Person. This is usually the person who makes the booking and the signatory of the booking form. SYHA will deem this to be the case unless a written and signed agreement is received from another designated person(s).
- The Lead Person must be 25 years old or over and must be staying with the group for the whole rental period.
- The Lead Person is responsible for the payment of the booking, the safety of the group and the general housekeeping of the hostel during the stay. The designated Lead Person will be liable for any damage to the property.
- Groups with large numbers of junior (under 18 years) members will require a leader ratio of at least one leader per eight juniors as per our standard group terms and conditions.
- It is the responsibility of the Lead Person to ensure that all members of the group are fully aware of the terms and conditions.
- You are asked to take due care of the Hostel and its equipment during your stay. You should check on arrival and report any shortcomings, damage or missing items immediately to the Hostel Manager or staff member. Your group should keep the kitchen, lounge and bedrooms clean and tidy throughout your stay.
- The Lead Person is expected to report any damage caused by any member of your group immediately to the Hostel Manager or staff member. Failure to do so may compromise the safety of your group during your stay for which SYHA will take no responsibility.
- Any damage to the hostel or its contents will be charged to the group.

5.7 Assured Standards for Departure

- At the end of your visit the Hostel Manager/staff member will go over the Assured Standards for Departure Agreement.
- To ensure the Assured Standards for Departure are met, a retainer cheque to the value of £100.00 should be sent on a separate cheque at the same time as your final balance. This cheque will be held at our Reservations Department and will be returned to you within 14 days of the departure date, subject to the Assured Standards for Departure form being mutually signed by the Lead Person and the Hostel Manager or staff member.

- The following charges will be made if the Assured Standards Document is not completed and signed as required: - (If the document has been mutually signed that the Assured Standards have been met, SYHA will not be able to instigate any charges and the retainer cheque will be returned within 14 days of departure).

Assured Standards not complete	The £100.00 retainer cheque will not be returned to you and any additional costs will be charged as follows:
Extra cleaning	£7.00 per hour (charged extra above retainer cheque)
Damage	As per invoice from relevant contractor plus administration fees

- If any damage charges are to be made, you will be notified within 14 days of departure. SYHA reserve the right to delay the total costing subject to quotations from contractors. An invoice will be sent and full payment is required no later than 14 days from the issue date on the invoice.
- SYHA is a member of the Green Tourism Scheme. Where there are no local recycling facilities available we kindly ask as per the Assured Standards that you remove all cans, bottles, newspapers etc to your local recycling point. Guests are responsible for the removal of all rubbish from the hostel.

5.8 Children

- If you intend to bring young children we must be notified at the time of the booking.
- We welcome all ages. However, some of our Hostel buildings and fittings have not been designed for children under the age of 5 years. Some hostels do provide equipment (cots/highchairs) which are suitable for infants (0-3 years). Please check with the hostel before you go.
- Parents/guardians should be fully responsible for and be especially mindful of young children in communal areas, such as kitchens. The Lead Person will be asked to sign a disclaimer with regard to any risk presented to children in the party. All children must be accounted for in the total number of guests.
- Disposal of nappies should always be contained in the appropriate bins in sealed nappy sacks.

5.9 Membership

- Scottish Youth Hostels Association is a not for profit membership organisation. The Lead Person is required to be a full member of the Association. The Lead Person can hold a life, individual or Family and Friends membership (see section 3.2 for details).

5.10 Payment and How to Book

- Telephone our Reservations Department on 0845 293 73 73 to check availability, e-mail us on reservations@syha.org.uk or visit our website at www.RentaHostel.com.
- Provisional bookings will be held until an agreed date. You will be sent Assured Standards for Departure, Booking Statement and Booking Form (if not already received), which must be completed and returned by the agreed date to the Reservations Department.
- A non-refundable deposit of 20% of the total cost of the booking is required at this time to secure the booking.
- Payment can be made by cheque (payable to SYHA), Mastercard, Visa, Electron, Delta, JCB, Maestro Domestic or Solo.
- We recommend an orientation visit to the hostel prior to your booking but we do understand that this may not always be possible. However, the Hostel Manager or staff member will endeavour to contact you at least two weeks before the date of your booking to ensure that all arrangements for your stay are in order.
- The balance payment of the booking and retainer cheque for the Assured Standards of Departure (see above) must be received by the Reservations Department no later than 6 weeks prior to the arrival date (8 weeks prior for New Year bookings). Bookings made within 6 weeks of the arrival date should be accompanied by full payment. If the final balance is not received 6 weeks before arrival, the booking will be cancelled and the deposit retained.

5.11 Changing or Cancelling a Booking

- If you have to cancel your booking, please inform the Reservations Department immediately. **All cancellations must be confirmed in writing.** If you cancel the booking more than 6 weeks before arrival the deposit will be retained. If you cancel your booking after confirming with payment of your deposit, the following charges will apply:

Period before your arrival date	Charge
More than 6 weeks (43 days or more)	20% of total cost
6 – 2 weeks (42- 15 days)	55% of total cost
2 – 0 weeks (14-1 day)	100% of total cost

- Cancellation charges will also apply for any meals booked in advance. If a stage is cancelled more than 2 weeks in advance, the cost of the meals will be refunded in full. If a stage is cancelled less than 2 weeks before the arrival date, the full cost of any meals booked will be charged

5.12 Arrival and Departure

- The Hostel will be available on your arrival date from 1700 hours. The Lead Person should be first to arrive at the Hostel for check in procedures.
- You will be asked for your estimated time of arrival on the booking form. Should this change at any time, please let us know as soon as possible so that the Hostel Manager or staff can be there to assist you.

- If you require access to the Hostel before the above time the following additional charges will apply:

Arrival between 1400 and 1700 hours	+ 1/4 overnight charge
Arrival between 1200 and 1400 hours	+ 1/2 overnight charge
Before 1200 hours	+ full overnight charge

- Departure from the Hostel is required no later than 1200 hours.
- The Hostel Manager or staff member will be there to check you out from the Hostel and ensure that the Assured Standards for Departure have been met. The Assured Standards form must be signed before departure or it may result in the retainer cheque being kept. Please ensure that you allow enough time for the inspection.

If you wish to remain in the Hostel after the above time the following charges will apply:

From 12 noon - 3.00pm	+ 1/4 overnight charge
From 3.00pm - 5.00pm	+ 1/2 overnight charge
After 5 pm	+ full overnight charge

(Please note: If departing from Loch Ossian on a Sunday, due to the train departure time no extra charges will be levied as long as the hostel is vacated by 1730 hours. Should you require this later departure time, please advise the Reservations Department at time of booking).

6 Additional Specific Terms and Conditions for Internet Bookings

6.1 Definition of an Internet Booking

- Internet bookings are those made via the booking engine on the SYHA website www.syha.org.uk.
- It is possible to book SYHA accommodation through third party internet sites. Such bookings are subject to the terms and conditions of the provider site, and are also subject to the general SYHA terms and conditions laid out in this document.
- Prices and dates displayed for youth hostel bookings are for beds in shared dormitory accommodation only. Room prices when available are given as an extra option during the booking process.
- Private rooms are available at some hostels throughout the year at an additional cost. If rooms are available you will be given the option to upgrade during the online booking process.

6.2 Definition and Responsibilities of Lead Person

- The person making payment for any booking will be deemed the Lead Person and assumes responsibility for the accuracy of the booking, the payment details submitted and for conveying all necessary booking details and terms and conditions to the other members of the party.

6.3 Membership

- Hostel overnight prices quoted assume full membership of SYHA or another international Youth Hostel Association recognised by IYHF (see www.HIhostels.com). If membership is not already in place it should be purchased at the time of booking. If a customer arrives at a hostel without a valid membership card they will be required to purchase full membership or pay an additional £1 per person per night for temporary membership.
- Membership can be purchased on our website www.syha.org.uk

6.4 Payment

- The booking reference number displayed at the end of the booking process or on the booking statement must be recorded and retained safely as proof of booking and payment.
- Card payment details submitted are processed automatically and securely, and the entire booking cost will be fully charged at the time of booking.
- Options may be available to users for building a customised hostel itinerary, selecting a pre-built itinerary or choosing from a range of Hostel Holiday packages. In such cases, the entire itinerary or package will be treated as the booking and will be charged in full at the time of booking.
- No booking fees are charged by SYHA for credit or debit card transactions. The following card types are accepted: Visa Delta, Visa Electron, JCB, MasterCard, Visa, Solo, Maestro. The card used must be in the name of the person making the booking. All transactions are in Pounds Sterling currency.
- A successfully authorised card payment transaction will result in a confirmation page being displayed, showing the booking reference number. A booking statement should automatically follow this page. Any membership charges due and optional extra services within hostels are payable separately on arrival.
- In the event of problems with the card authorisation process, appropriate error messages should be displayed to inform you of the nature of the problem. If you are in any doubt as to whether a payment has been successfully processed, please contact our Reservations Department reservations@syha.org.uk

6.5 Promotional Offers

- SYHA often makes promotional offers available to customers, which are generally notified to those customers who have agreed to be contacted by email regarding such offers. To obtain the discount available, customers must give the correct

offer code at the time of booking. No discount can be applied retrospectively to bookings which have already been made. Each offer will be subject to specific terms and conditions which can be viewed on the SYHA website www.syha.org.uk.

7 Additional Specific Terms and Conditions for School Itinerary Bookings

7.1 Definition of a School Itinerary Booking

- School group bookings which consist only of overnight accommodation and meal elements will be regarded as standard group bookings and will be subject to the terms and conditions in section 3 above.
- School group bookings which include elements provided by third party suppliers, such as activities, venue entry tickets, travel arrangements etc, will be regarded as School Itinerary bookings.
- Every School Itinerary group is required to have a group leader, regarded as the Lead Person, who is responsible for making and paying for the booking and is the main point of contact before, during and after the stay.
- The Lead Person is required to be resident within the hostel throughout the duration of the booking.
- For all School Itinerary bookings, SYHA must have a direct mobile contact with the Lead Person whilst travelling.

7.2 How to Book

- Bookings can be made by contacting the Reservations Department on +44 (0) 845 293 73 73 or at reservations@syha.org.uk. School Itinerary bookings cannot be made at a hostel or online.
- Before confirming your booking you should read through the information contents and leaflets and understand the terms and conditions set out.
- Your contract is with Scottish Youth Hostels Association and not a travel agent if you choose to use their services. If you do choose to book through a travel agency, any advice they give you, which is not based on advice which we have given them, is their responsibility. As a result, we do not accept liability if you receive incorrect information or advice in these circumstances.

7.3 Membership

- For all School Itinerary bookings please ensure that the group leader has a valid SYHA group membership card before arrival at the hostel. Memberships can be purchased by calling our Reservations Department on 0845 293 73 73 for an application form or by downloading from our website at www.syha.org.uk.

7.4 Payment

- Once the Customer has described the key elements of the itinerary, including location, dates, groups numbers, ages and genders, and given an indication of the additional activities to be included in the itinerary, the SYHA Reservations Department will prepare a costed itinerary for the group.
- The accommodation element of the Itinerary will be held for an agreed period from the date of issue of the Itinerary. No other elements of the itinerary, including any arrangements with third party activity providers or venues, will be booked until a non-refundable deposit of £25 per person is received by SYHA. If the deposit is not paid by the agreed date, the accommodation will be released and no further action will be taken to progress the Itinerary. If the costs of third party suppliers/venues exceeds £25 per head, an increased deposit will be requested.
- Once the deposit is paid the other elements of the Itinerary will be booked.
- All deposits/payments made by credit or debit card will be transacted at the time of booking confirmation, not on arrival at the hostel.
- You must pay the balance of your booking by the date stated on your confirmation booking statement/invoice, usually 6 weeks before the date of arrival.
- If the booking is made within **6 weeks** of arrival, full payment will be required at the time of booking.
- We will send you or your travel agent the confirmation invoice, together with these booking conditions and any other specific information requested.
- Once the Association has received your deposit, this will form a binding contract with you.
- SYHA will apply an administration charge of 10% of total invoice cost for all School Itinerary bookings.

7.5 Changing or Cancelling a Booking

- If you need to change your booking please let us know immediately by e-mail or phone.
- If you or any of you party requires to cancel or change their hostel stay once it has been confirmed, the Lead Person must **inform us in writing**. We will then ask you to pay any cancellation charge as shown below in the cancellation table.
- Additionally, we will charge you for any monies we have already paid at the time of cancellation to a third party supplier. This may include, but is not limited to, activity providers and transport providers, tourism/educational venues.
- Additionally, if SYHA is charged a cancellation fee by a third party supplier, we will pass on that cost to be recovered from the Customer.
- These costs include money we have to pay to suppliers and any money we lose as result of the cancellation. If you are making an insurance claim please ensure you retain all booking and cancellation information.
- If you wish to add to your party numbers, please ensure you contact us immediately to check availability. If no advance notification is given, SYHA reserves the right to refuse any late additions.
- No refund will be given for any night(s) not spent as part of the trip itinerary. If, however, guests spend additional nights at a hostel, the additional cost must be paid at that time.
- We have the right to use any money already paid to cover cancellation charges.

- The cancellation charges apply to your full booking and are as follows:

Period before your arrival date	Charge per person
6 – 4 weeks (42- 29 days)	20% of total cost
4 – 2 weeks (28- 15 days)	55% of total cost
2 – 0 weeks (14-1 day)	100% of total cost

- Late reductions in numbers (within 6 weeks of arrival date) will be charged as per our cancellation policy.

7.6 Arrival and Departure

- On arrival at the hostel the Lead Person is required to sign all relevant registration documentation. The Lead Person is required to present a full list of participants for fire regulation purposes to hostel reception staff.
- The normal arrival time at a hostel is no earlier than 1800 hours. Some hostels may be able to accept earlier arrivals but this should be confirmed with the individual hostel in advance.
- Groups wishing to arrive later than 18.00 hours on their arrival day should notify SYHA at time of booking to retain the accommodation booked. Similarly if you intend to arrive earlier than 1300 hours, please advise at time of booking as this may necessitate a luggage storage requirement until such time as rooms become available.
- On departure, guests are expected to leave the hostel by the required departure time, notified at each hostel reception, normally 1030 hours.
- On arrival, for School Itinerary parties, the Lead Person must agree to be responsible for the discipline and behaviour of their party. The Lead Person may be liable for damage caused by the action of their party members and/or be asked to remove their group from the hostel if behaviour is unacceptable.

7.7 Groups with Children

- To ensure the rights of children are protected and risk minimised, SYHA accommodate children travelling as part of a bone fide group or school through the following:
 - Young people over 5 years and under 16 years will be accommodated in same sex room accommodation designated for their group use only.
 - All group leaders and drivers will be accommodated in separate accommodation from their group members where possible. Separate accommodation may be subject to a supplementary charge.
 - SYHA requires the lead person to hold in their possession medical details and emergency contact details for each child in their care and make this available to SYHA staff in emergency situations.
 - The Lead Person is responsible for the behaviour of children in their care at all times. SYHA do not accept responsibility for the care and supervision of children in our hostels.
 - The Lead Person and all group participants are expected to adhere to the SYHA Code of Conduct at all times.
- Mixed sex groups should ensure they have adequate leaders of both sexes. The recommended ratio is 1:8 (according to child protection guidelines).

8 Additional Specific Terms and Conditions for Gift Voucher Sales

Scottish Youth Hostels Association will supply gift vouchers in accordance with the following terms and conditions.

8.1 Purchase of Gift Vouchers

- Full payment must be made before vouchers are dispatched.
- Whenever possible gift vouchers will be dispatched on the next working day following the day the order was placed.
- The customer must notify Scottish Youth Hostels Association within 3 days of delivery if there is a discrepancy with the order.

8.2 Redemption of Gift Vouchers

- Gift vouchers cannot be redeemed before 5 January 2010.
- Gift vouchers are only valid for bookings made via www.hostellingscotland.com or via the Reservations Department.
- Subject to availability Scottish Youth Hostels Association gift vouchers can be exchanged for:
 - accommodation
 - full Membership
 - food and beverage
- Vouchers are not:
 - accepted in any hostel retail shop, café or restaurant, except for meals pre-booked via www.hostellingscotland.com or via the Reservations Department
 - accepted in affiliated hostels or any hostel out with the SYHA Hostelling Scotland proprietary network
 - sold on a sale or return basis
 - permitted to be returned unless it can be demonstrated SYHA Hostelling Scotland has been in error in fulfilling the customer's order
 - to be redeemed for cash in any circumstances
- The voucher number must be given at the time of booking, and each voucher number can only be used once.
- If used for an accommodation booking or purchase of meals, voucher(s) must be handed over on arrival at the hostel or the booking/purchase will be treated as unpaid.
- If used for membership purchase, voucher(s) must be submitted to hostel or membership office (as advised) before membership card is issued.

- Scottish Youth Hostels Association terms and conditions for guests apply when redeeming vouchers.

8.3 Change and refunds

- No change will be given if the value of goods/services purchased is less than the value of the gift voucher(s) used. Any difference will be treated as a donation to SYHA, charity number SC013138.
- If a booking paid by gift vouchers is cancelled, the refund can only be issued by SYHA National Office. The refund (minus the cancellation fee) will be given in the form of online voucher(s). If a booking involves payment by gift voucher and another form of payment, the cancellation fee will be taken from the non-voucher element as far as possible.

9 Additional Specific Terms and Conditions for Conference/Seminar Bookings

9.1 Definition and Requirements of a Conference/Seminar Booking

- Conference/Seminar bookings are defined as those where parties make use of conference/seminar room(s) and/or facilities with or without booking catering. Accommodation bookings may be added to a Conference/Seminar booking.
- Every Conference/Seminar party is required to have a leader, designated as the Lead Person, who is responsible for making and paying for the booking and is the main point of contact before, during and after the stay. The Lead Person must be at least 18 years of age.
- For all Conference/Seminar bookings, SYHA must have a direct mobile contact telephone number for the Lead Person, and a contact address and email address.

9.2 How to Book

- Conference/Seminar bookings cannot be made online. Bookings can be made by contacting the hostel or the Reservations Department on 0845 293 73 73 or at reservations@syha.org.uk. Only initial Conference/Seminar bookings can be made with the Reservations Department, and these will be passed on to the hostel thereafter.
- Your contract is with the Scottish Youth Hostels Association and not a travel agent if you choose to use their services. If you do choose to book through a travel agency, any advice they give you, which is not based on advice which we have given them, is their responsibility. As a result, we do not accept any liability if you receive incorrect information or advice in these circumstances.

9.3 Payment

- When you have made a reservation you will be requested to confirm your booking by means of a non-refundable deposit equivalent to 20% of the booking cost. This will be paid at the time of booking or where this is not possible, by a date agreed with the hostel management. If the deposit is not received by the agreed date the booking for the conference/seminar facilities will be cancelled.
- All deposits/payments made by credit or debit card will be transacted at the time of booking confirmation, not on arrival at the hostel.
- The balance of the booking is payable by the date stated on your booking confirmation statement/invoice, usually 6 weeks before the arrival date. If full payment is not received by the stated date, the booking will be cancelled.
- If a booking is made within 6 weeks of arrival, full payment will be required at the time of booking.
- We will send you or your travel agent the confirmation invoice, together with any other specific information requested.
- Once we have received your deposit, this will form a binding contract with you.
- Where a credit agreement is in place between SYHA and a group organiser, the booking and payment terms will be as specified in the credit agreement.

9.4 Changing or Cancelling a Booking

- If you need to change your booking, you are required to let the hostel know by phone or email at the first possible opportunity.
- If you or any member of your party requires to change or cancel their Conference/Seminar booking once it has been confirmed, the Lead Person must inform us in writing. We will then ask you to pay any cancellation charge as shown below in the cancellation charges table.
- Additionally, we will charge you for any monies we have already paid at the time of cancellation to a third party supplier. This may include, but is not limited to, activity providers, transport and equipment providers, tourism/educational venues.
- Additionally, if SYHA is charged a cancellation fee by a third party supplier, we will pass on that cost to be recovered from you.
- These costs include money we have to pay to suppliers and any money we lost as a result of the cancellation. If you are making an insurance claim please ensure you retain all booking and cancellation information.
- Cancellation charges will also apply for any meals booked in advance. If a Conference/Seminar booking is cancelled more than 2 weeks in advance, the cost of the meals will be refunded in full. If a Conference/Seminar booking is cancelled less than 2 weeks before the arrival date, the full cost of any meals booked will be charged.
- If you wish to add to your party numbers, please ensure you contact us immediately to check availability. If no advance notification is given, we reserve the right to refuse any late additions. Most of our properties, and our conference/seminar rooms, have a maximum occupancy limit for safety reasons. This limit cannot be exceeded under any circumstances.
- We have the right to use any money already paid to cover cancellation charges.
- The cancellation charges apply to your full booking and are as follows:

Period before your arrival date	Charge per person
More than 6 weeks (43 days or more)	20% of total cost
6-2 weeks (42-15 days)	55% of total cost
2-0 weeks (14-1 days)	100% of total cost

- Late reductions in numbers will be charged as per our cancellation policy.

9.5 Arrival and Departure

- On arrival at the hostel, the Lead Person is required to sign all relevant registration documentation. The Lead Person is required to present a full list of participants for fire regulation purposes to the hostel reception staff.
- Guests are expected to leave the hostel by the agreed departure time, notified at each hostel reception.
- On arrival the Lead Person must agree to be responsible for the discipline and behaviour of their party at all times during their stay, and to provide a mobile phone number to be contactable at all times. The Lead Person may be liable for damage caused by the actions of their party members, and/or be asked to remove their group from the hostel if behaviour is unacceptable. Any damage to the hostel or its contents will be charged to the Lead Person.
- The Lead Person is responsible for acquiring information from hostel staff about planned fire drills, fire alarm signals and fire escape routes, and for communicating this information to participants at the earliest opportunity.

9.6 Conferences with Children

- To ensure the rights of children are protected and risks minimised, SYHA accommodate children travelling as part of a bona fide group or school through the measures detailed in section 3.7 above. The requirements of groups as detailed in section 3.7 also apply in full to Conference/Seminar bookings involving children.

10 Contact Details for SYHA

National Office

7 Glebe Crescent
Stirling
FK8 2JA
Scotland, UK

Tel +44 (0)1786 891400
Fax +44 (0) 1786 891333
Email syha@syha.org.uk
Web www.syha.org.uk

Reservations

Tel +44 (0)845 293 73 73
Email reservations@syha.org.uk

Customer Services Department

Email customerservices@syha.org.uk