Terms and Conditions for Guests Hosted by SYHA Hostelling Scotland.

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1. GENERAL

a. SYHA reserves the right to alter the "Terms and Conditions for Guests Hosted by SYHA Hostelling Scotland." at any time.
b. The conditions pertaining to a booking are those detailed in the issue of "Terms and Conditions for Guests Hosted by SYHA Hostelling Scotland." which is current at the time of booking.
c. These terms and conditions relate only to bookings in SYHA owned and operated Youth Hostels, not to affiliate or independent hostels.

1.1 **About SYHA Hostelling Scotland**: Established in 1931, SYHA is a charity and not for profit membership organisation which has no shareholders to satisfy. All surpluses are re-invested to improve the services and guest experience in our network of Youth Hostels or in our youth activities.

1.2 **Mission Statement:** The principal charitable objective of SYHA is 'the advancement of education, for the public benefit, by helping all, but especially young people, to experience and appreciate the Scottish countryside, environment, natural heritage and places of historic and cultural interest in Scotland, and through the promotion of their health, recreation and education, particularly by providing low cost accommodation for them on their travels'.

1.3 **The Hostelling Ethos** is the fostering of fellowship between likeminded travellers within a hospitable and communal environment, by respecting and sharing others values, their culture, beliefs, possessions, dignity and human rights. The use of SYHA Youth Hostel facilities and services is predicated by an individual's personal conduct in observing the Hostelling Ethos.

1.4 Definitions

a. "SYHA", "Hostelling Scotland", "we", "us" and "the Association" means the Scottish Youth Hostels Association
b. "Customer", "you" and "Guest" means any individual who makes or is making a booking with SYHA or utilises SYHA hospitality services.
c. SYHA is a part of Hostelling International (HI).
d. SYHA definition of a child is a young person aged between 3 and 15 years. An infant is a child under 3 years of age.
e. 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 Youth Hostel during the stay.
f. Group bookings are defined as an organised group of 10 people or more.
g. SYHA RentaHostel for private hire enables a Guest to hire a whole Youth Hostel for exclusive use. No other guests can use the Youth Hostel at the same time, and the RentaHostel guest has full use of all Youth Hostel facilities except catering kitchens. Self-catering kitchens are available in all RentaHostel bookings.

1.5 Contract

a. SYHA Hostelling Scotland has a range of Youth Hostels in a variety of locations. Some are open all year, some are open during the summer only, and all, subject to availability, are available through RentaHostel for private hire. Most Youth Hostels are able to provide breakfast options for all guests with additional catering for groups or individuals available at selected locations. Private rooms are available at most Youth Hostels, subject to availability and charges may apply, and can be reserved at time of booking. SYHA also facilitates Activity Holidays in a number of areas. More details on all of our Youth Hostels are available from www.syha.org.uk or in the current edition of the Youth Hostel Guide.
b. 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 and accept these Terms and Conditions.
c. 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.

1.6 Contact Details for SYHA Hostelling Scotland

a. **Youth Hostels** contact details can be found at: w. www.syha.org.uk
b. **General Enquiries** e: info@syha.org.uk t: 01786 891 400 (Mon - Fri 9am - 5pm)
c. **Sales & Reservations** e: reservations@syha.org.uk t: 0345 293 7373 (Mon - Fri 9am - 5pm)
d. **Membership** e: membership@syha.org.uk t: 0345 293 7373 (Mon - Fri 9am - 5pm)
e. **Guest Feedback** e: feedback@syha.org.uk
f. **Postal Address:**
SYHA Hostelling Scotland
National Office
7 Glebe Crescent
STIRLING
FK8 2JA

2 YOUTH HOSTELS

2.1 Youth Hostel Facilities

a. Our brochures, leaflets and websites detail the facilities available at each Youth Hostel. Further information can be obtained from Sales & Reservations or directly from the Youth Hostel.
b. Room requirements should be reserved at time of booking and are subject to Youth Hostel availability and may incur an additional charge.
c. Multi-share rooms are normally for single-gender occupancy, but private rooms can be single-gender or mixed-gender.
d. 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.
e. SYHA reserves the right to amend rooming lists until the time of arrival.
f. Some Youth Hostels are open all day although access to bedrooms/dormitories may not be possible until 1700 hours.
g. Other Youth Hostels are open from 1700 hours and guests are expected to check out by 1000 hours.
h. Bed linen is provided at all Youth Hostels with the exception of Glen Affric where pillows and blankets are provided but guests will need to bring a 3-4 season sleeping bag and pillow case.
i. 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. SYHA recommend that you bring a map and compass, appropriate outdoor clothing and footwear. Allow at least 3.5 hours to walk to the Youth Hostel.

2.2 Private accommodation

a. To meet the requirements of all our guests, private rooms are available at some SYHA Youth Hostels. **Please note the majority of our beds are bunk beds in both shared and private accommodation**. If you have a specific requirement then please contact reservations or the hostel direct in advance, 72 hours prior to arrival.

What to expect in SYHA private rooms

	3, 4, 5 & 6 Bunk Private Room	**Twin Bunk Private Room**	**Single/Double Bunk Private Room**
Free Bed linen	✔	✔	✔
Towels provided	✔	✔	✔
Sleeps (Number of persons)	**3 to 6**	**1 to 2**	**1 to 2**
	3, 4, 5 & 6 Bunk Private Room	**Twin Bunk Private Room**	**Single/Double Bunk Private Room**

2.3 Accuracy of Information and Promotional Materials

a. SYHA Hostelling Scotland exercises all due care and diligence when producing electronic and printed materials on Youth Hostel facilities and local attractions. However, SYHA reserve the right to revise, update or make obsolete some or all of the contents without obligation to notify any person of such changes.
b. 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.
c. All maps and photographs displayed in SYHA Hostelling Scotland printed and electronic materials are for illustrative purposes only.

2.4 Youth Hostel Grading

a. Youth Hostel Quality Assurance gradings are awarded and monitored within strict guidelines by VisitScotland who routinely conduct inspections in all SYHA Youth Hostels.
b. Details of each Youth Hostel's grade are given on the SYHA website www.syha.org.uk and in the current edition of the Youth Hostel Guide.
c. Guests should expect facilities in line with the grading of the Youth Hostel.
d. SYHA Hostelling Scotland is also a member of the Green Tourism Business Grading Scheme and most of our Youth Hostels are designated under the Walkers and Cyclists Welcome scheme. More information is available from www.visitscotland.com

2.5 SYHA Affiliate Hostels

a. A number of independent hostels are promoted by SYHA Hostelling Scotland as affiliate hostels. These hostels are not owned or managed by SYHA and are not governed by these terms and conditions. Separate terms and conditions will apply and should be asked for at the specific hostel. SYHA have carefully chosen the hostels to be promoted by SYHA, although we are not directly responsible for the quality of the guests' experiences in these hostels. Any complaint or comment regarding a stay in these hostels should in the first instance should be directed to the manager/owner and copied to feedback@syha.org.uk or at SYHA, 7 Glebe Crescent, Stirling FK8 2JA.

2.6 Meals

a. Self-catering facilities are available at all Youth Hostels. In some Youth 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 youth hostel at an additional cost.
b. Catering can be provided at most Youth Hostels including breakfast, lunch and dinner. On-line options become available at the time of booking or please ask your Youth Hostel of choice or Sales & Reservations for details.
c. Evening meals for groups are served at a mutually agreed time. If the group is late and have not given reasonable notice (72 hours' notice or more) to the Youth Hostel, the meal may be cancelled at the Youth Hostel Manager's discretion and all costs charged to the group.
d. 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).

2.7 Parking

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

2.8 Personal Possessions

a. Whilst every effort is made to ensure excellent security at our premises, SYHA is not responsible for visitor's property, which includes but is not exclusive to luggage stored in luggage room or bicycles stored in cycle racks or cycle sheds. Some Youth Hostels have lockers available for guest use with padlocks available for sale at the Youth Hostel reception.

2.9 Use of Alcohol, Smoking and Drugs

a. In licensed Youth Hostels, consumption of beer, cider and wine purchased in the Youth Hostel is permitted within designated areas of the Youth Hostels as per Scottish licensing laws. Consumption of alcohol not purchased in the premises is at the sole discretion of the Youth Hostel Manager who is the designated 'Premises Licence Holder' under Scottish licencing laws.
b. Guests are requested to consider the collective needs and comfort of others in the Youth Hostel (see Code of Conduct, section 4.5 below). Under The 2005 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.
c. All SYHA Youth Hostels are non-smoking buildings and under Scottish law it is an offence to smoke anywhere within any of the Youth Hostels. Smoking is permitted only in designated areas outside the Youth Hostels. The use of illegal drugs is strictly prohibited in and around any SYHA Youth Hostel at any time. If the Youth Hostel Manager/staff member suspects that a person is in possession of illegal drugs, he or she will contact the local police.
d. Guests found to be contravening the above policies will be asked to leave the Youth Hostel without refund.

2.10 Hazardous Items

a. The use of candles and camping stoves within any Youth Hostel is strictly prohibited at all times.
b. The use of fireworks in and around the Youth Hostel grounds is strictly prohibited.
c. The use of barbecues and the lighting of fires in and around the Youth Hostel grounds is strictly prohibited.

3 MEMBERSHIP

3.1 Requirement for Membership

a. SYHA Hostelling Scotland is a membership organisation. Everyone staying in an SYHA Youth Hostel must be a member of SYHA or another National Association member of HI. The type of membership held must be suitable for the party using the Youth Hostel, as described below. For bookings through 3rd party Online Travel Agents (OTA's) with the exception of HIHostels.com, all prices quoted will include a temporary membership fee per person per night; full members of SYHA and HI using these channels are not entitled to a membership refund.
b. Current membership cards must be shown on arrival at the Youth Hostel.
c. Youth Hostel prices shown in promotional literature, directories, advertising and online assume full membership of SYHA Hostelling Scotland or a National Association member of HI. Guests arriving at a Youth 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.
d. 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.

3.2 Membership Categories

a. **Life membership**: available to any named individual, with no age limit. This is a life time membership. This category allows you to take up to 8 additional family and friends with you to stay in our youth hostels but, in other countries, the membership may only cover you as an individual.
b. **Young Person membership (25 years & under):** available to any named individual, aged 25 years or under. Please note, for child protection purposes, minors (under 16 years old) must be accompanied by an adult over 18 years old. This membership is renewed annually. This category allows you to take up to 8 additional family and friends with you to stay in our youth hostels but, in other countries, the membership may only cover you as an individual.
c. **Adult membership (26 years & over):** available to any named individual, aged 26 years and over. This membership is renewed annually. This category allows you to take up to 8 additional family and friends with you to stay in our youth hostels but, in other countries, the membership may only cover you as an individual.
d. **Group membership (10+ people)** group membership covers a group of 10 or more staying in an SYHA Youth 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 over 18 years old. This membership is renewed annually.
e. **Temporary Group (10+ people):** temporary group membership can be held by any individual aged 18 years and over. Temporary group membership is valid per booking only. There is no limit on the number of temporary memberships purchased in a year.
f. **Temporary membership:** temporary membership can be held by any individual aged 18 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 Youth 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. For bookings through 3rd party Online Travel Agents (OTA's) with the exception of HIHostels.com, all prices quoted will include a temporary membership fee per person per night; full members of SYHA and HI using these channels are not entitled to a membership refund.
g. **International Membership**: Membership of another National Association member of HI provides membership access to SYHA Youth Hostels without the need for SYHA-specific membership. If a current HI card is shown on arrival at the Youth Hostel, there is no requirement to pay temporary membership.

3.3 Membership Prices

a. Membership prices are as stated on the SYHA website www.syha.org.uk and in the current edition of the Youth Hostel Guide and are subject to change.
b. Membership payments are non-refundable.
c. For bookings through 3rd party Online Travel Agents (OTA's) with the exception of HIHostels.com, all prices quoted will include a temporary membership fee per person per night; full members of SYHA and HI using these channels are not entitled to a membership refund.

3.4 Membership Benefits

a. Members with a UK address (except temporary members) receive a copy of Scottish Hosteller magazine once a year.
b. Life membership, Young Person membership and Adult membership allows you to take up to 8 additional family and friends with you to stay in our youth hostels but, in other countries, the membership may only cover you as an individual.
c. 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 within MY SYHA pages or can be obtained from Marketing at SYHA National Office.
d. Membership cards must be shown in order to obtain membership benefits.
e. If a member loses his/her card, a new card can be obtained from SYHA National Office or from any Youth Hostel if the membership is still current. Replacement charges apply.
f. All new Memberships that are required to be posted outside the UK will be charged at the current Postage and Packaging fees.
g. Collection can be arranged at any SYHA Youth Hostel, or a UK postal address free of charge. Please contact Sales & Reservations to arrange. Contact number: 0345 293 7373

3.5 Communication with members

a. The Scottish 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.
b. Information relevant to members will also be posted on SYHA website www.syha.org.uk.
c. Members are responsible for advising SYHA of any change in contact details via website and MY SYHA pages or contacting Sales & Reservations
d. If any member prefers not to receive information (including by email) from SYHA , please write to Marketing at feedback@syha.org.uk or at SYHA, 7 Glebe Crescent, Stirling FK8 2JA, stating your name, address, membership number and, if applicable, email address.

4 YOUTH HOSTEL GUESTS

4.1 Guests with Disabilities, Medical Conditions or Special Needs

a. SYHA advise you to notify us at the time of booking, and a minimum of 72 hours in advance, if you or any of your party has any disability, medical condition or special needs, which may require specific facilities. SYHA will endeavour to meet your requirements where possible but special needs facilities vary by Youth 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.
b. SYHA 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.

4.2 Equality of Access

a. Scottish Youth Hostels are open to all. No guest 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, SYHA advise the guest to notify us at the time of booking, and a minimum of 72 hours prior to arrival so that, subject to availability, appropriate measures can be taken to meet the individual's needs.

4.3 Young People

a. SYHA definition of a child is a young person aged between 3 and 15 years. An infant is a child under 3 years of age.
b. SYHA takes its Child Protection responsibility seriously. Young people 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 permanent SYHA staff are security vetted and where applicable, through Disclosure Scotland.
c. The charging policy for young people staying in SYHA Youth Hostels is as follows:

- Under 3 years of age — No Charge
- 3 years of age plus and under 16 years — Junior Rate
- 16 years of age and over — Senior Rate

d. 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.
e. From the age of 5 to 15 years, young people must be accompanied by a parent or guardian and may be accommodated in a single gendered shared room with the parent or guardian and other guests, at the discretion and responsibility of the parent or guardian. The young person/people, the parent/guardian and the other occupants of the room must be of the same gender. SYHA advise that additional notice be given to the destination Youth Hostel when travelling with children, to ensure that suitable accommodation is available.

4.4 Proof of Membership and Identity when booking and on Check In

a. **To obtain membership** - Proof of identity, age, gender and if relevant, concessionary status will be required when becoming a either full or temporary member of SYHA
b. **To make a reservation** – Membership status is required to be declared at time of booking.
c. **On Check In** – Verification of Membership will be required by the presentation of a valid SYHA or HI Hostels membership card. Additionally a booking statement or another form of verifiable identification may be requested on check in.

4.5 Code of Conduct

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

4.6 Pets

a. Dogs are currently welcomed at selected Youth Hostels including RentaHostel for private hire and are subject to additional specific terms and conditions in each particular Youth Hostel. SYHA does not permit any pets in any other Youth Hostel, except for assistance dogs only, which SYHA must be advised about at the time of booking. Locations may subject to change. Please check www.syha.org.uk for current information and access.
b. Where applicable dogs will be accepted in private room bookings only.
c. A fee per dog per night will apply including RentaHostel for private hire (at selected locations only, please check in advance of arrival).

5 BOOKING AND PAYMENT

5.1 General

a. All transactions with SYHA are in Pounds Sterling. No booking fees are charged for bookings made direct with SYHA.
b. 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 Youth Hostel stay is 21 days, unless specifically authorised by an appropriate member of the Senior Management Team in SYHA National Office.
c. The items included in your Youth Hostel stay (accommodation and non-accommodation) are indicated on your confirmation booking statement/invoice.
d. Prices vary from one Youth Hostel to another and are variable 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 Sales & Reservations.
SYHA 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. SYHA will fully guarantee the price of your Youth Hostel stay on your confirmation booking statement/invoice when deposit/full payment is received.
e. Saver Rates
   - Bookings made using "Saver Rates" cannot be transferred and are non-refundable. "Saver rates" apply to the accommodation element of booking only and are not applicable to any additional services offered by SYHA.
   - Saver Rate bookings must be paid in full at the time of booking.
   - Saver Rates cannot be used in conjunction with any other offers or promotions
   - Tesco Vouchers are not accepted as payment for Saver Rates

5. 2 Methods of Payment

SYHA accept the following methods of payment:

a. In person at an SYHA Youth Hostel: Payment can be made by cash, debit or credit card (please see below), gift vouchers (see section 11 below).
b. At SYHA National Office: Payment can be made by cash, cheque (see below), debit or credit card and gift vouchers.
c. By post: Payment by cheque is only acceptable if the cheque is received 56 days (8 weeks) before the first arrival date on the booking. SYHA reserves the right to cancel the booking with full cancellation charges if the cheque does not clear through the banking system. SYHA accepts no responsibility if previously available beds/rooms are not available for booking by the time the cheque arrives.
d. By calling Sales & Reservations or booking online at www.syha.org.uk: Payment can be made by debit and credit card payment.
e. 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.

5. 3 Concessions and Promotional Offers

a. 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.

5. 4 SYHA Liability to its Guests

a. In the unlikely 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 guest 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 Youth Hostel stay once the trip has begun, the guest is obliged to accept any reasonable alternative.
   - A significant change is one which would materially affect the guest's trip.
   - SYHA will cancel a trip, without refund, if any member of a party behaves unreasonably or causes offence to other Youth Hostel guests, staff, neighbours or external service providers. This also applies if there is any damage to property or goods within the Youth Hostel environment.

b. Our Liability

   - The maximum compensation SYHA will pay to a guest 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 guests as a result of any failure to perform or improper performance of the accommodation/catering services SYHA has agreed to provide to the guest. SYHA will not be responsible for failure or improper performance when:
    - such failure is attributable to the guest or a member of their group
    - 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 Guest makes with external providers whilst staying in SYHA Youth Hostels.

5. 5 Circumstances Out with Our Control

a. SYHA cannot accept any liability and will not consider payment of compensation where the Youth 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.

b. For other unforeseen internal operational reasons, SYHA may occasionally be forced to change or cancel one or more destination Youth 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 guests are required to be relocated to a different Youth Hostel or alternative accommodation.

5.6 Third Party Liability

a. 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.

5. 7 Accidents and Injury

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

5. 8 Insurance

a. SYHA maintains standard public liability insurance cover. If you require details of the cover in advance, this can be obtained from Sales & Reservations on request. Guests are not 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. SYHA recommend personal travel insurance, including cancellation insurance.

5. 9 Guest Feedback

SYHA welcomes all guest feedback.

a. Where a guest 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 at www.syha.org.uk.

b. If you have a justifiable complaint you should notify the Youth Hostel Manager/Duty Manager immediately. Many problems can be rectified if you inform us as soon as they happen. If any complaint is not resolved immediately or cannot be dealt with at the time, you should write to feedback@syha.org.uk or SYHA, 7 Glebe Crescent, Stirling, FK8 2JA, within 28 days of your stay.

c. In extreme cases you can call 0345 293 7373, open Monday – Friday 09.00 - 17.00 and SYHA will endeavour where possible to resolve the difficulty.

5. 10 Governing Law

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

5.11 Your Information

a. SYHA 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 SYHA may occasionally request proof of identity before we are able to disclose sensitive information to you.

b. SYHA will ask you for personal information such as Name and Contact Details for the purpose of making reservations or administering memberships.

c. SYHA may use the information you have given to inform you of future services or special offers relating to SYHA only.

d. SYHA does not sell, trade or rent guests' personal information to others. The only exception is when SYHA take a booking on behalf of an affiliate hostel and pass on your booking details to the manager or staff of that hostel. Details will be input to our internal systems only, and will not be accessible by the general public. SYHA may provide aggregate statistics about our guests, sales, traffic patterns, and related site information to reputable third-party vendors, but these statistics will include no personally identifying information.

e. SYHA 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.

f. Calls to Sales & Reservations 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.

g. If you would prefer not to receive marketing and promotional materials and information from SYHA, please contact feedback@syha.org.uk or at SYHA, 7 Glebe Crescent, Stirling FK8 2JA, stating your name, address and, if applicable, email address.

h. All guests have a right to make a subject access request under the Data Protection Act 1998. To do so, please contact the Company Secretary, SYHA, 7 Glebe Crescent, Stirling FK8 2JA, stating your name, address and, if applicable, email address.

6 INDIVIDUAL BOOKINGS SPECIFIC TERMS AND CONDITIONS

6.1 Definition of an Individual Booking

a. 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 Youth Hostel during the stay.

6.2 How to Book

a. Individual bookings can be made online through www.syha.org.uk or a number of external booking agencies; by contacting Sales & Reservations on 0345 293 7373 or at reservations@syha.org.uk; in person at any SYHA Youth Hostel during opening hours; in person at the SYHA National Office at 7 Glebe Crescent, Stirling, FK8 2JA; or through another National Association member of HI.

6.3 Membership

a. SYHA is a membership organisation. All individuals staying in a SYHA Youth Hostel (with the exception of Edinburgh summer-only Youth Hostel) 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 3.2 for full details of membership.
b. Membership must be purchased at time of booking. Anyone arriving at a Youth 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.
c. For bookings through 3rd party Online Travel Agents (OTA's) with the exception of HIHostels.com, all prices quoted will include a temporary membership fee per person per night; full members of SYHA and HI using these channels are not entitled to a membership refund.

6.4 Payment

a. All individual bookings must be paid in full at the time of booking.

6.5 Changing or Cancelling a Reservation

a. All cancellations or refund requests should be directed to the relevant Youth Hostel or to Sales & Reservations.
b. Each stay at a different Youth Hostel is referred to as a stage. Where a guest moves from one Youth Hostel to another, it is referred to as a multi-stage booking. For cancellations or changes, each stage (i.e. each stay at a different Youth Hostel) is treated separately.
c. If the booking is a multi-stage booking, relating to more than one Youth Hostel, the guest can choose to cancel the entire booking or only certain stages. Each stage should be cancelled separately.
d. 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 Youth Hostel.
e. When the guest has not cancelled a stage, but does not show up at the Youth Hostel on the first night, the remainder of the stay at that Youth Hostel will be deemed cancelled unless SYHA is notified otherwise by the guest.
f. 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 guest will not be refunded.
g. 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 guest.

6.6 Arrival and Departure

a. Individuals can normally check into Youth Hostels from 1700 hours to 2200 hours. Some Youth Hostels have extended reception opening times. Details of a Youth Hostel's opening hours can be obtained from Sales & Reservations or direct from the Youth Hostel. Guests checking in before 1700 hours may not have access to their rooms until 1700 hours.
b. Individuals wishing to arrive later than 1800 hours on their arrival day should notify SYHA prior to arrival to retain the accommodation booked
c. On departure, guests are expected to leave the Youth Hostel by the required departure time, notified at each Youth Hostel reception, normally 1000 hours.

7 GROUP & GROUP PACKAGE BOOKINGS SPECIFIC TERMS AND CONDITIONS

7.1 Definition and Requirements of a Group & Group Package Booking

a. Standard Group bookings are defined as an organised group of 10 people or more and booking SYHA services only.
b. Group package bookings are defined as 7.1a with the inclusion of additional elements provided by third party suppliers, such as activities, venue entry tickets, travel arrangements.
c. There is a legal requirement at licensed Youth Hostels for a minimum 1:10 ratio of adults to children.
d. Junior rates are applied to youths under 16 years. Persons that are 16 and over will be charged the senior rate.
e. SYHA Hostelling will endeavor to allocate "a group" together but in some situations this may be difficult due to the group number or the physical accommodation breakdown. On these occasions' drivers, group leaders, persons may need to share room facilities with others.
f. For all group bookings, SYHA must receive a named rooming list, anticipated arrival time, notification of meal requirements and any special requirement provided at least 4 weeks (28 days) prior to arrival.
g. 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.
h. The Lead Person is required to be resident within the Youth Hostel throughout the duration of their booking and will be the contact person for our staff.
i. The Lead Person must be aged 18 years or over.
j. For all group bookings, SYHA must have a direct mobile telephone contact with the Lead Person whilst travelling, and a contact email address provided at least 72 hours prior to arrival.
k. Check-in is from 5pm on the day of arrival; however you are welcome to drop off any luggage in the morning. Some hostel may be able to accept earlier arrivals from 3pm but this should be confirmed in advance.

l. Departing groups must remove all their belongings from their room, and check out, before 10am. After this time groups may make use of the luggage storage facilities but all possessions must be removed from the room and the room key card handed back to reception. Late check-outs will incur a charge of an additional night.

7.2 How to Book

a. Group and Group Package bookings can be made by contacting Sales & Reservations on 0345 293 7373 or at reservations@syha.org.uk. Only standard group bookings can be made at a Youth Hostel and details may be passed on to Sales & Reservations thereafter.
b. Smaller group bookings can also be made online at www.syha.org.uk
c. Before confirming your booking you should read through the information contents and leaflets and understand the terms and conditions. Your contract is with SYHA 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 SYHA have given them, is their responsibility. As a result, SYHA do not accept liability if you receive incorrect information or advice in these circumstances.

7.3 Membership

a. Please ensure that the group leader has a valid SYHA group membership card before arrival at the Youth Hostel or arrange for collection at the first destination. Memberships can be purchased by calling Sales & Reservations on 0345 293 7373 for an application form or by downloading from our website at www.syha.org.uk

7.4 Confirmation & Payment

a. 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. If the deposit is not received by the agreed date **(usually 7 days**) the beds or rooms will be automatically released from the system.
b. Payments can be made either by Visa, MasterCard, Switch, and Debit Card or in some cases cheque, Bank Transfer or cash. If your booking is being paid for with a third party credit card we will require written authorisation to be provided by the card-holder.
c. Bank transfers must be accompanied by the bank's proof of payment.
d. The remaining balance must be paid at least **56 days (8 weeks) before your arrival date** (12 weeks prior for Christmas and New Year Bookings and during Special Events). This is to include all extras and fees. Failure to do so may result in your booking being automatically cancelled.
e. This is to include all extras and fees. Failure to do so may result in your booking being automatically cancelled.
f. All payments must be made in Pound Sterling.
g. Payments shall be made in such format as agreed with you when we confirm the booking.
h. All fees incurred by the payee due to the method of payment, (i.e. bank transfer fees issued by the sending or receiving bank), are to be paid by the group. SYHA Ltd is not responsible for these fees.
i. If any payment under these terms and conditions is overdue, then without prejudice to our other rights and remedies we may cancel your booking(s) and/or we may suspend the supply and/or deliveries of any other services being provided to you by SYHA. We will however inform you in writing prior to any such action.
j. When a group's package has been agreed with the guest, Sales & Reservations will prepare a priced itinerary for the group.
k. For group packages, 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 20% non-refundable deposit is received by SYHA. If the deposit is not paid by the agreed date the accommodation will be automatically released and no further action will be taken to progress the Itinerary. If the costs of third party suppliers or venue exceed the deposit paid, additional payment may be requested.
l. All deposits/payments made by credit or debit card will be transacted at the time of booking confirmation, not on arrival at the Youth Hostel. Please note we do not accept American Express.
m. Online group bookings require full payment at the time of booking.
n. Timely confirmations and receipts will be sent for your records to the lead person.
o. When SYHA has received your deposit, this will form a binding contract with you. SYHA will send you or your travel agent the confirmation along with any other relevant or specific information that has been requested.
p. 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.
q. Confirmation and Payment Requirements summary table:

Please note that if no deposit has been received within the given timeframe then the booking will be automatically be released without further notification.

If booking:	**Provisional option available (before automatic release):**	**To confirm a group: Non-refundable deposit required:**	**Final payment due:**	**Amount due:**
More than 1 year in advance of arrival	Up to 28 days	20% payment due	8 weeks (56 days) before arrival	100% of total cost
Within 6 months & 12 months of arrival	Up to 28 days	20% payment due	8 weeks (56 days) before arrival	100% of total cost
Between 3 & 6 months of arrival	Up to 7 days	20% payment due	8 weeks (56 days) before arrival	100% of total cost
Within 2 months but greater than a month of arrival	3 days	100% payment due		
Within 1 month of arrival	24 hours	100% payment due		

7.5 Changing or Cancelling a Booking

a. If you need to change your booking please let us know immediately by e-mail or phone.
b. If you or any of you party requires to cancel or change their Youth Hostel stay once it has been confirmed, the Lead Person must **inform us in writing.** SYHA will then ask you to pay any cancellation charge as shown below in the cancellation table.

c. Additionally, SYHA 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.
d. Additionally, if SYHA is charged a cancellation fee by a third party supplier, we will pass on that cost to be recovered from the guest.
e. These costs include money SYHA 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.
f. 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.
g. No refund will be given for any night(s) not spent as part of the trip itinerary. If, however, guests spend additional nights or purchase additional services at a Youth Hostel, the additional cost must be paid directly to the Youth Hostel.
h. SYHA have the right to use any money already paid to cover cancellation charges.
i. The cancellation charges apply to your full booking when booking with standard rates and are as follows:

Period before your arrival date	**Charge per person**
• More than 8 weeks (57 days or more)	20% of total cost
• 8 – 4 weeks (56- 29 days)	55% of total cost
• 4 – 0 weeks (28 - 0 day)	100% of total cost

j. Bookings cancelled when "Saver rates" have been used will be cancelled with no refund.
k. Late reductions in numbers will be charged as per our cancellation policy.
l. Cancellation charges will also apply for any meals booked in advance. If a meal 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. Should the Lead Person change prior to arrival, SYHA must be notified in writing including a copy to the new contact with their contact details.
m. SYHA strongly recommends that you take out personal or group travel insurance to cover any eventualities.

7.6 Arrival and Departure

a. On arrival at the Youth 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 Youth Hostel reception staff.
b. The normal arrival time at a Youth Hostel is no earlier than 1700 hours. Some Youth Hostels may be able to accept earlier arrivals but this should be confirmed with the individual Youth Hostel in advance. Luggage storage for early arrivals may be available at the Youth Hostel, but this should be checked with the Youth Hostel in advance.
c. Groups wishing to arrive later than 1800 hours on their arrival day should notify SYHA prior to arrival to retain the accommodation booked. On arrival, for group parties, the Lead Person must agree to be responsible for the code of conduct in line with the Hostelling ethos (1.3) 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 Youth Hostel if behaviour is unacceptable. Any damage to the Youth Hostel or its contents will be charged to the group.
d. The Lead Person is responsible for ensuring that their group maintain the programme schedule, as early or late departure may result in the activity/venue or other may not be available out with the agreed time.
e. Guests are expected to leave the Youth Hostel by the required departure time, notified at each Youth Hostel reception, this is normally 1000 hours.
f. If any damage charges are to be made and are not resolved directly with the Youth Hostel, 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.

7.7 Groups with Young People

a. 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 less than 16 years will be accommodated in same gender 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 young person in their care and make this available to SYHA staff/Activity partner 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 Youth Hostels.
   - The Lead Person and all group participants are expected to adhere to the SYHA Code of Conduct and Hostelling Ethos at all times.
b. Mixed gender groups should ensure they have adequate leaders of both genders. 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 most licenced Youth Hostels for a minimum 1:10 ratio of adults to children.
c. Junior rates applies to youths under 16 years. Persons that are 16 and over will be charged the senior rate

8 ACTIVITY HOLIDAYS SPECIFIC TERMS AND CONDITIONS

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.

8.1 Definition and Requirements of an Activity Holiday

a. SYHA facilitates a range of activity holidays, run by experienced/qualified leaders and professionals, based in SYHA Youth Hostels.
b. SYHA arranges access to a range of activity holidays run by activity providers. These activity holidays include:

   - Loan of technical equipment (if required) from the activity provider
   - Instruction/guiding
   - Youth Hostel accommodation in bunk-bedded rooms and self-catering facilities (see specific holiday itinerary for full details) provided by SYHA

b. Personal clothing (e.g. waterproofs, fleeces, rucksacks and boots) is not included.
c. Personal insurance is not included. SYHA advise guests 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

d. By taking part in an SYHA holiday, the Guest undertakes to conform to the rules and regulations of SYHA 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.
e. 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, guests notified and all monies paid will be refunded.
f. SYHA will endeavour to ensure that the advertised holiday actually runs. However, SYHA 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.

8.2 Health, Fitness and Age

a. Mountaineering and its associated activities require appropriate fitness levels. The guest must notify SYHA of any illness or impairment when booking, and SYHA reserve the right to ask a guest to leave the holiday if their continued participation jeopardises the safety or enjoyment of the other guests or in our opinion jeopardises their own safety or well-being.
b. The minimum age for participants is 12 years for family holidays and 18 years for adult holidays.
c. SYHA activity holidays are graded to give an indication of the level of challenge provided and the level of fitness required. Guests should ensure that they select an activity holiday suitable to their level of experience and physical fitness.
d. Some activity holidays have specific requirements, as detailed in the holiday itinerary. These must be adhered to where applicable by the guest.

8.3 Safety

a. Outdoor activities are potentially hazardous by their nature and individual guests must accept that participation is at their own risk.
b. SYHA 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.
c. The guest 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.
d. Subject to not infringing the participant's legal rights, neither SYHA nor its partners or agents is liable for loss, injury, accident or damage which may arise during the holiday, or as a result of it, and every guest taking part shall be in every respect at his or her own risk.

8.4 How to Book

a. All activity holidays should be booked through Sales & Reservations 0345 293 7373.
b. The contract between SYHA and the guest takes effect once the booking is confirmed with deposit/payment and a reference number has been allocated and advised to the guest in writing from SYHA

8.5 Membership

a. All applicants must be members of SYHA or another National Association member of HI.
b. The cost of SYHA membership is not 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 Youth Hostel.

8.6 Payment

a. A non-refundable deposit is required at the time of booking for each person.
b. The payment of the balance is due four weeks before the course starts. If this payment is not received by the due date, SYHA reserve the right to treat the booking as cancelled and to retain the deposit.
c. Bookings made four or less weeks before the holiday start date must include full payment at time of booking.
d. Any loaned or hired equipment that is lost or damaged will be chargeable to the guest at the current replacement cost at our sole discretion.

8.7 Changing or Cancelling a Booking

a. If you need to cancel your holiday please inform us immediately. Cancellations must then be confirmed in writing to Sales & Reservations **in writing**.
b. Cancellations will be charged to the guest on the following scale:

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

9 RENTAHOSTEL and PRIVATE HIRE FOR EXCLUSIVE USE SPECIFIC TERMS AND CONDITIONS

9.1 Definition and Parameters of RentaHostel for Private Hire

a. SYHA RentaHostel for private hire enables a guest to hire a whole Youth Hostel for exclusive use. No other guests can use the Youth Hostel at the same time, and the RentaHostel guest has full use of all Youth Hostel facilities except catering kitchens. Self-catering kitchens are available in all RentaHostel).
b. 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.
c. 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 SYHA for reference prior to the start of your rental period. SYHA will charge a commission on services provided by approved third party suppliers.
d. 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 Youth Hostel profile). Fire Regulations require that SYHA know the actual number of people in your group, which should be confirmed to Sales & Reservations **four weeks** prior to your arrival date.
e. Any changes should not exceed the Youth Hostel capacity and should be notified to Sales & Reservations up to the arrival date.
f. You will find in your booking pack a RentaHostel Group List, which requires the names of all individuals using the Youth 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.

g. 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 Youth Hostel.
h. Youth Hostels can be hired as a RentaHostel for commercial use at the discretion of SYHA.
i. 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.
j. SYHA cannot accept bookings for events which may bring SYHA into disrepute.
k. RentaHostel guests can arrive anytime from 4pm on the day of arrival and need to leave by 10am on the departure date. Early and late departure is available on request but will be charged at 50.00 per hour.
l. 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. If the deposit is not received by the agreed date (usually 7 days) the beds or rooms will be automatically released from the system.

(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 Youth Hostel is vacated by 1730 hours. Should you require this later departure time, please advice Sales & Reservations at time of booking).

9.2 Events, Conferences & Functions

a. The maximum capacity of the event, conference and function facilities at Youth Hostels is equal to the residential capacity of the hostel at any time. Please note that the maximum capacity for these Youth Hostels as specified in the current and relevant Youth Hostel profile. The Group List must include numbers of all guests including non-residential guests.

9.3 Minimum Hire Periods

a. During certain times of the year including Special Events, Christmas and New Year, a minimum stay requirement will be set for RentaHostel for private hire. This will be a minimum of three to five nights depending on the holiday period.
b. The minimum RentaHostel for private hire period for Wedding Hire is two nights.
c. The minimum RentaHostel for private hire period for weekends is generally two nights – exceptions will be considered and a supplement may be charged.

9.4 What is Included

a. You will have use of a fully furnished Youth Hostel. To give you the peace and freedom that our RentaHostel guests are looking for, the Youth Hostel Manager or staff member will be contactable but may not be in the Youth 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 Youth Hostel Manager or staff member may be resident during your stay.
b. All utility costs (gas, electricity, water etc) are included in the price of the RentaHostel.
c. All bed linen is supplied at the Youth Hostel with the exception of Glen Affric where pillows and blankets are provided but guests will need to bring a 3-4 season sleeping bag and a pillow case.).
d. The Youth Hostel Manager or staff member will clean the toilets and shower areas if you are booked for more than two nights.
e. Catering equipment and crockery may be limited due to the size of the Youth 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.
f. A profile of the Youth Hostel you have chosen will be included in the initial pack sent to you or is available upon request.
g. Only the self-catering kitchen is available for use, access to the main catering kitchens is not permitted.

9.5 Definition and Responsibilities of Lead Person

a. Each group staying in a RentaHostel for private hire must have at least one designated Lead Person. This is usually the person who makes the booking and the signatory on the booking form. SYHA will deem this to be the case unless a written and signed agreement is received from another designated person(s).
b. The Lead Person must be 25 years old or over and must be staying with the group for the whole rental period.
c. The Lead Person is responsible for the payment of the booking, the safety of the group and the general housekeeping of the Youth Hostel during the stay. The designated Lead Person will be liable for any damage to the property. The Lead person will be made familiar with the fire alarm procedures and is expected to evacuate the premises in the case of fire alarm and to notify the fire brigade and hostel manager/staff immediately
d. Groups with large numbers of junior members (under 18 years) will require a leader ratio of at least one leader per eight juniors as per our standard Group Terms and Conditions.
e. It is the responsibility of the Lead Person to ensure that all members of the group are fully aware of the terms and conditions.
f. You are asked to take due care of the Youth Hostel and its equipment during your stay. You should check on arrival and report any shortcomings, damage or missing items immediately to the Youth Hostel Manager or staff member. Your group should keep the kitchen, lounge and bedrooms clean and tidy throughout your stay.
g. The Lead Person is expected to report any damage caused by any member of your group immediately to the Youth 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.
h. Any damage to the Youth Hostel or its contents will be charged to the group.

9.6 Assured Standards for Departure

a. Prior to your departure the Youth Hostel Manager/staff member will go over the Assured Standards for Departure Agreement.
b. SYHA reserve the right to charge a maximum of £200.00 should these standards not be met at time of departure.
c. The following charges will be made if the points on the Assured Standards Document are not completed and signed as required: - Extra cleaning will be charged at £9.00 per hour and any damage as per invoice from relevant contractor plus administration fees
d. Any additional damage charges will be notified within 14 days of departure. SYHA reserves 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.
e. SYHA is a member of the Green Tourism Business Scheme. Where there are no local recycling facilities available SYHA 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 Youth Hostel.

9.7 Young People

a. SYHA welcome all ages. However, some of our Youth Hostel buildings and fittings have not been designed for children under the age of 5 years. Some Youth Hostels do provide equipment (cots/highchairs) which are suitable for infants (0-3 years). Please check with the Youth Hostel before you go.

b. Parents/guardians should be fully responsible for and be especially mindful of young children in communal areas, such as kitchens. All children must be accounted for in the total number of guests.
c. Disposal of nappies should always be contained in the appropriate bins in sealed nappy sacks.

9.8 Membership

a. SYHA is a not for profit charitable- membership organisation. If the Lead Person is an existing member and has a current life, individual, Group or Family and Friends membership this is acceptable. Non-members will be required to purchase a Group or Family and Friends membership. (See section 3.2 for details)

9.9 Payment and How to Book

a. Telephone Sales & Reservations on 0345 293 7373 to check availability, e-mail us on reservations@syha.org.uk or visit our website at www.syha.org.uk/rentahostel.
b. Provisional bookings will be held until an agreed date (usually 7 days). 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 Sales & Reservations within 7 days.
c. A non-refundable deposit of 20% of the total cost of the booking is required at this time to secure the booking. **If booking within 56 days, 8 weeks of arrival date then full payment is required (12 weeks prior for Christmas and New Year Bookings and during Special Events).** This is to include all extras and fees. Failure to do so may result in your booking being automatically cancelled.
d. Payment may be made by debit or credit card. The following card types are accepted: Visa Delta, Visa Electron, JCB,
e. MasterCard, Visa and Solo. The card used must be in the name of the person making the booking. Payment may also be made by cheque if it is received **8 weeks (56 days)** of the first arrival date on the booking. SYHA reserves the right to cancel the booking with full cancellation charges if the cheque does not clear through the banking system.
f. SYHA recommends an orientation visit to the Youth Hostel prior to your booking but we do understand that this may not always be possible. However, the Youth 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.
g. The balance payment must be received by Sales & Reservations no later **56 days (8 weeks) before your arrival date (12 weeks prior for Christmas and New Year Bookings and during Special Events)**. This is to include all extras and fees. Failure to do so may result in your booking being automatically cancelled.

9.10 Changing or Cancelling a Booking

a. If you have to cancel your booking, please inform Sales & Reservations immediately. **All cancellations must be confirmed in writing.** If you cancel the booking more than 8 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 8 weeks (57 days or more)	20% of total cost
• 8 – 4 weeks (56 - 29 days)	55% of total cost
• 4 – 0 weeks (28 -0 day)	100% of total cost

b. 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
c. Should the Lead Person change prior to arrival, SYHA must be notified in writing including a copy to the new contact with their contact details

9.11 Arrival and Departure

a. The Youth Hostel will normally be available on your arrival date from 1700 hours. The Lead Person should be first to arrive at the Youth Hostel for check in procedures.
b. 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 Youth Hostel Manager or staff can be there to assist you.
c. Departure from the Youth Hostel is10am
d. The Youth Hostel Manager or staff member will be there to check you out from the Youth 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 charges. Please ensure that you allow enough time for the inspection.
e. Early arrival and late departure charges are charged at 50.00 per hour.

(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 Youth Hostel is vacated by 1730 hours. Should you require this later departure time, please advise Sales & Reservations at time of booking).

10 INTERNET BOOKINGS SPECIFIC TERMS AND CONDITIONS

10.1 Definition of an Internet Booking

a. Internet bookings are those made via the booking engine on the SYHA website www.syha.org.uk.
b. It is possible to book SYHA accommodation through Online Travel Agents (OTA). 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.
c. For bookings through 3rd party Online Travel Agents (OTA's) with the exception of HIHostels.com, all prices quoted will include a temporary membership fee per person per night; full members of SYHA and HI using these channels are not entitled to a membership refund
d. 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.
e. Private rooms are available at most Youth 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. **Please note the majority of our beds are bunk beds in shared and private accommodation. If you have a specific requirement then please contact reservations or the hostel direct in advance, 72 hours prior to arrival**

10.2 Definition and Responsibilities of Lead Person

a. 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.

10.3 Membership

a. Youth Hostel overnight prices quoted assume full membership of SYHA or another National Association member of HI see www.HIhostels.com. If membership is not already in place it should be purchased at the time of booking. If a guest arrives at a Youth Hostel without a valid membership card they will be required to purchase full membership or pay a temporary membership fee at the current rate.
b. Membership can be purchased on our website www.syha.org.uk

10.4 Payment

a. 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.
b. Card payment details submitted are processed automatically and securely, and the entire booking cost will be fully charged at the time of booking.
c. Options may be available to users for building a customised Youth Hostel itinerary, selecting a pre-built itinerary or choosing from a range of Youth 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.
d. 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.
e. 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 Youth Hostels are payable separately on arrival.
f. 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 Sales & Reservations at reservations@syha.org.uk

10.5 Promotional Offers

a. SYHA often makes promotional offers available to guests, which are generally notified to those guests who have agreed to be contacted by email regarding such offers. To obtain the discount available, guests 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

11 BUYING OR USING SYHA GIFT VOUCHERS SPECIFIC TERMS AND CONDITIONS

11.1 Purchase of Gift Vouchers

a. Full payment must be made before vouchers are dispatched.
b. Whenever possible gift vouchers will be dispatched on the next working day following the day the order was placed.
c. The guest must notify SYHA within 3 days of delivery if there is a discrepancy with the order.

11.2 Redemption of Gift Vouchers

a. Gift vouchers are only valid for bookings made via Sales & Reservations or selected Youth Hostel.
b. Gift Vouchers are valid for 2 years from date of purchase
c. Subject to availability SYHA gift vouchers can be exchanged for:

- accommodation
- full Membership
- food and beverage

d. Vouchers are not:

- accepted in any Youth Hostel retail shop, café or restaurant, except for meals pre-booked via www.syha.org.uk or via Sales & Reservations.
- 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 that SYHA has been in error in fulfilling the guest's order
- to be redeemed for cash in any circumstances

e. The voucher number must be given at the time of booking, and each voucher number can only be used once.
f. If used for an accommodation booking or purchase of meals, voucher(s) must be handed over on arrival at the Youth Hostel or the booking/purchase will be treated as unpaid.
g. If used for membership purchase, voucher(s) must be submitted to Youth Hostel or Sales & Reservations at SYHA National Office (as advised) before membership card is issued.
h. SYHA terms and conditions for guests apply when redeeming vouchers.

11.3 Change and refunds

a. 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.
b. If a booking paid by gift vouchers is cancelled, the refund can only be issued by Sales & Reservations at 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.

12 EVENTS, CONFERENCE & FUNCTIONS BOOKINGS SPECIFIC TERMS AND CONDITIONS

12.1 Definition and Requirements of an Event and Conference Booking

a. Event, Conference & Function 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.
b. Every Event, Conference & Function 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.
c. For all Event/Conference & Function bookings, SYHA must have a direct mobile contact telephone number for the Lead Person, and a contact address and email address.

12.2 How to Book

a. Event, Conference & Function bookings cannot be made online. Bookings can be made by contacting the Youth Hostel or Sales & Reservations on 0345 293 7373 or at reservations@syha.org.uk.
b. Your contract is with SYHA 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 SYHA have given them, is their responsibility. As a result, SYHA do not accept any liability if you receive incorrect information or advice in these circumstances.

12.3 Payment

a. 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 Youth Hostel management. If the deposit is not received by the agreed date the booking for the conference/seminar facilities will be cancelled.
b. All deposits/payments made by credit or debit card will be transacted at the time of booking confirmation, not on arrival at the Youth Hostel.
c. The balance of the booking is payable by the date stated on your booking confirmation statement/invoice, usually 8 weeks before the arrival date. If full payment is not received by the stated date, the booking will be cancelled.
d. If a booking is made within 56 days (8 weeks) of arrival, full payment will be required at the time of booking.
e. SYHA will send you or your travel agent the confirmation invoice, together with any other specific information requested.
f. When SYHA have received your deposit, this will form a binding contract with you.
g. 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.

12.4 Changing or Cancelling a Booking

a. If you need to change your booking, you are required to let the Youth Hostel know by phone or email at the first possible opportunity.
b. If you or any member of your party that requires to change or cancel their Event, Conference & Function booking once it has been confirmed, the Lead Person must inform us in writing. SYHA will then ask you to pay any cancellation charge as shown below in the cancellation charges table.
c. Additionally, SYHA 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.
d. Additionally, if SYHA is charged a cancellation fee by a third party supplier, we will pass on that cost to be recovered from you.
e. These costs include money SYHA have to pay to suppliers and any money we lost as a result of the cancellation. If you are making insurance claim please ensure you retain all booking and cancellation information.
f. 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
g. 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. Most of our properties, and our conference/meeting rooms, have a maximum occupancy limit for safety reasons. This limit cannot be exceeded under any circumstances.
h. SYHA have the right to use any money already paid to cover cancellation charges.
i. The cancellation charges apply to your full booking and are as follows:

Period before your arrival date	Charge per person
• More than 8 weeks (57 days or more)	20% of total cost
• 8 - 4 weeks (56 - 29 days)	55% of total cost
• 4-0 weeks (28-1 days)	100% of total cost

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

12.5 Arrival and Departure

a. On arrival at the Youth 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 Youth Hostel reception staff.
b. Guests are expected to leave the Youth Hostel by the agreed departure time, notified at each Youth Hostel reception.
c. 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 Youth Hostel if behaviour is unacceptable. Any damage to the Youth Hostel or its contents will be charged to the Lead Person.
d. The Lead Person is responsible for acquiring information from Youth Hostel staff about planned fire drills, fire alarm signals and fire escape routes, and for communicating this information to participants at the earliest opportunity.

12.6 Functions with Young People

a. 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 7.7 above. The requirements of groups as detailed in section 7.7 also apply in full to Event, Conference & Function bookings involving children.