

# Exclusive Hire

## Alston Youth Hostel

### Exclusive Hire booking information

#### Definitions

'We, Us or Our' – means Alston Youth Hostel

'You or Your' means the hirer being the person making the booking

'Hostel' means the hostel hired by you together with grounds and out buildings.

#### 1. Booking, Deposit and Balance

1.1 A non-refundable, non-transferable deposit of 25% will be taken to secure your booking (bookings made less than 8 weeks in advance require full payment at the time of booking). Payment can be made by Visa, Switch, MasterCard, cheque or direct bank payment.

1.2 The balance of the account should be received by Alston Youth Hostel 8 weeks before the date of arrival.

#### 2. Cancellations

2.1 In all cases, if you have to cancel your booking please inform us as soon as possible by phone or email or in writing.

2.2 If you have to cancel your booking the following cancellation fees apply, dependent on the number of days before the arrival date that notification of cancellation is received:

##### Days Before: Amount Payable

More than 56 days Full deposit (i.e. 25%)

55-42 days 30% of the cost

41-28 days 60% of the cost

27-15 days 90% of the cost

14 days or less Total cost

#### 3. Arrival and Departure

On the day of arrival the hostel is available from 4pm. On the day of departure you are asked to vacate by 12 noon.

It may sometimes be possible to book and early check in from 2pm and/or a late check out to depart by 2pm, subject to availability, Early check in and late check out are each available at an additional cost of £1 per bed available at the property.

Please contact the hostel to enquire if this is possible.

#### 4. Your Responsibilities

4.1 This booking has been entered into on the understanding that the total number in your party shall not exceed the total number of beds (30) as stated on the website.

- 4.2 You are considered to be the group leader and must be over 21 years old, You are responsible for the payment of the booking, the safety of the group and the general housekeeping of the hostel during the stay.
- 4.3 You are responsible for looking after the hostel and its equipment during the period of hire and are expected to take good care of it. The hostel is provided fully furnished. Bed linen is provided but you will need your own towels.
- 4.4 You are advised to check on arrival and report any shortcomings, damage or missing items immediately to us.
- 4.5 You must report and pay for any damage caused to the hostel or for the equipment lost, damaged, broken or stolen during the occupancy.
- 4.6 Unsuitable substitutes are not accepted. All equipment, utensils etc. must be left in a clean condition at the end of the hire period. A charge of £12.00 per hour will be made by us if any additional cleaning is required. Please ensure that all gas cookers, lights and heaters are switched off, doors and windows secured, rooms left clean and tidy and waste bins are emptied before handing the hostel back to us.
- 4.7 Pets are not permitted in any way. If any of your group have an assistance dog please inform us prior to arrival.
- 4.8 Alston Youth Hostel is not licenced therefore you are permitted to supply your own alcohol however, excessive drinking and the use of drugs is not permitted and may result in your group being asked to leave the hostel immediately without refund or portion of hire fee.
- 4.9 We reserve the right to decline a booking or refuse to hand over the hostel to any person or group where, in our opinion, the facilities are unsuitable for the hirer or any member of the hirer's party on the grounds of age, ill health, disability, or inexperience without liability on either side. We reserve the right to repossess the hostel at any time where damage has been caused, or in our opinion likely to be caused by you or any member of your group. In such cases we shall not be liable to make refund of any portion of the hire fee paid.

## **5. Your Conduct**

As our hostel is located near to a residential area please show consideration for our neighbours. If you or a member of your party fails to comply with this requirement, your booking may be terminated and you will be asked to leave the hostel. If you enter the hostel after this time you will be trespassing. No whole or partial refunds will be made if your party are asked to leave under these circumstances.

**Important Note:** the use of candles (birthday cake candles are permitted but please inform us in advance if to be used), incense burners, flammable liquids/gases, fireworks, camping stoves and firearms is strictly prohibited in the hostel and the hostel grounds. Use of such items may result in the party being asked to leave immediately, without refund of any portion of the hire fee.