Head Office, 7 Glebe Crescent, Stirling FK8 2JA
T: +44(0)1786 891400 F: 01786 891333
www.hostellingscotland.org.uk

TERMS AND CONDITIONS

1.1 Contract

a. All bookings are made subject to these Terms and Conditions which relate only to Hostelling Scotland owned and operated Youth Hostels
b. The person placing the booking warrants they have the full authority to do so including on behalf of any others they are making the booking for
c. To make a booking you have to be at least 16 years old
d. 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
e. Group bookings are defined as an organised group of 10 people or more
f. The maximum continuous stay in any Youth Hostel is 21 days, after which guests must vacate the premises for a minimum period of 7 days before rebooking or returning
g. Hostelling Scotland reserves the right to alter these Terms and Conditions at any time. Any changes will not apply retrospectively to confirmed bookings unless required by law

1.2 How to Book

a. All bookings can be made online through www.hostellingscotland.org.uk or by contacting Reservations and Customer Services Team on 0345 293 7373 or at hello@hostellingscotland.org.uk; in person at any Hostelling Scotland Youth Hostel during opening hours; or in person at the Hostelling Scotland Head Office at 7 Glebe Crescent, Stirling, FK8 2JA
b. It is the responsibility of the person making the booking to ensure that the correct accommodation has been booked for their requirements. Failure to do so may result in us being unable to accommodate the booking and access to stay being refused

1.3 Pricing and Payment

a. All transactions are in GBP (British Pounds). By using our services, you agree to conduct all financial activities in this currency
b. In accordance with applicable tax rates, all prices include VAT, and this may change without notice
c. Where applicable, a local Visitor Levy may be charged in addition to the accommodation rate. The levy is set by the relevant local authority and must be collected from guests in accordance with local regulations. Unless paid in advance, any applicable Visitor Levy must be settled by the guest upon arrival at the hostel.
d. All payments are due in full at the time of booking unless otherwise stated by Hostelling Scotland in these Terms and Conditions
e. Payment can be made by debit and credit card by booking online at www.hostellingscotland.org.uk, by calling Reservations and Customer Services Team or in person at a Hostelling Scotland Youth Hostel or Head Office in Stirling
f. The following payment types are accepted: Visa, MasterCard, Switch, and Debit Card or in some cases Bank Transfer
g. No booking fees are charged for bookings made directly with Hostelling Scotland.

1.4 Identification on Arrival

a. On arrival, and prior to check-in, you must provide identification that matches the name of the person (or lead person) on the booking.
b. Guests who are not British, Irish, or nationals of Commonwealth countries are also required to provide their passport number and place of issue (or another document confirming identity and nationality), together with details of their next destination. Note: guests under 16, diplomats, and their family/staff are exempt from this requirement.
c. Acceptable forms of identification include, but are not limited to, a valid passport, driver's licence, or photographic national identity card. Additional forms of ID may be accepted at the discretion of the Hostel Manager
d. Hostelling Scotland operates in compliance with all applicable UK legislation and accommodation will be allocated in good faith strictly in accordance with the identification presented.

YOUTH HOSTELS GENERAL INFORMATION

2.1 Accommodation and Facilities

a. Information on our Youth Hostels can be found on the website www.hostellingscotland.org.uk. Further information can also be obtained from Reservations and Customer Services Team or directly from the Youth Hostel
b. Shared dormitory accommodation will be offered on a single-gender basis where possible, subject to location, room configuration and availability. Some locations operate mixed-gender dormitories. Where this applies to your booking, you will be advised during the booking process. Single-gender accommodation cannot be guaranteed.
c. Private rooms are available to book (subject to availability) at most Hostelling Scotland Youth Hostels
d. Please note the majority of our beds are bunk beds in both shared and private accommodation Private rooms are available at most Hostelling Scotland Youth Hostels, subject to availability. Rooms typically contain bunk beds, although some locations may offer rooms with two single beds. Room layouts and bed configurations vary by location and cannot be guaranteed.
e. Accessibility requirements should be stated at the time of booking and are subject to availability depending on the property age, facilities and accommodation availability
f. If we believe a guest has picked accommodation that is not appropriate to their identity, in those rare instances we may need to make changes to a booking; however, we will do everything we can to provide suitable alternative accommodation in such circumstances.
g. Some Youth Hostels are open all day although access to bedrooms/shared rooms may not be possible until 1700 hours. Please contact the Youth Hostel directly for further information or visit the website www.hostellingscotland.org.uk
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. Towels are provided for all guests who have booked a private room. If you have booked shared dormitory accommodation, towels are available for hire at an additional charge
j. Please note that Glencoe, Glen Affric, Glenbrittle, Cairngorm Lodge and Loch Ossian hostels are served by a private water supply. As a precaution between periodic water-quality testing, we recommend boiling water before drinking or using it for food preparation.
k. 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. Hostelling Scotland recommends 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 Arrival and Departure

a. Check in is usually from 1700 hours to 2200 hours. Please refer to the individual hostel fact sheet for detailed Youth Hostel information
b. Where applicable, a Visitor Levy set by the local authority must be paid on arrival unless already settled in advance
c. Check out in all locations is 1000 hours. Subject to availability, a later check out time is available at a charge

2.3 Catering including Group Catering Needs

a. Catering facilities are available at most Hostelling Scotland Youth Hostels and may include breakfast, packed lunches, and evening meals. Edinburgh Central Youth Hostel café is open daily. Catering availability varies by location and may require advance notice of at least 42 days prior to arrival with the exception of Edinburgh Central youth hostel. For further information, please contact the Youth Hostel directly or the Reservations and Customer Services Team.
b. Self-catering facilities are available at all Youth Hostels. Please note that in some Youth Hostels the size of the facilities is limited. The hostel team will endeavour to meet the needs of all guests and larger groups may be asked to take catered meals at an additional cost, to use the facilities in smaller group sizes or alternatively use the facilities at an agreed time to minimise the impact on individual guests
c. Evening meals for groups are served at a mutually agreed time. If the group is late for dinner, the meal may be cancelled at the Youth Hostel Manager's discretion and all costs charged to the group
d. Any allergies and/or special dietary requirements must be advised at the time of booking, or as soon as possible thereafter. For group catering, dietary requirements and menu choices must be confirmed at least 42 days prior to arrival. Requests received after this time may result in limited choices or availability.

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2.4 Allergens specifically related to use of Self-Catering Kitchens and Exclusive Private Hire Rent-a-Hostel bookings

a. Guests with food allergies or sensitivities use these facilities at their own risk. Those with severe allergies are advised to take appropriate precautions, including bringing their own utensils and equipment if required.
b. Hostelling Scotland takes reasonable steps to maintain and clean self-catering facilities; however, due to the shared nature of these facilities, we cannot guarantee that they are free from allergens or cross-contamination. Guests with allergies or food sensitivities use these facilities at their own risk and are advised to take appropriate precautions. Nothing in these Terms and Conditions excludes or limits liability where it would be unlawful to do so.

2.5 Personal Belongings and Storage

a. Whilst every effort is made to ensure excellent security at our premises, Hostelling Scotland 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
b. Some Youth Hostels have lockers available for guest use with padlocks available for sale at the Youth Hostel reception. Please check at the time of booking or contact the Youth Hostel prior to arrival

2.6 Car Parking

a. Parking facilities vary at each Youth Hostel. Please check this prior to travelling as in locations where there is no parking facilities available, Local Authority Council charges do apply
b. All vehicles are parked and left at the owner's risk. Hostelling Scotland does not accept responsibility for loss or damage to vehicles parked within Youth Hostel grounds
c. Some roads, driveways and turning circles are not suitable for large buses, please check with the hostel or the reservations team for your chosen location. All buses/coaches must turn off engines whilst stationary within Youth Hostel grounds and park within the designated areas

2.7 Equality of Access

a. Hostelling Scotland is open to all. No guest will be discriminated against on the basis of race, nationality, gender, age, status, occupation, religion etc.
b. Where an individual's circumstances may lead to special accommodation or special dietary requirements, Hostelling Scotland advise the guest to provide as much notice (at least 42 days prior to arrival) so that, subject to availability, appropriate measures can be taken to meet the individual's needs

2.8 Guests with Disabilities, Medical Conditions or Special Needs

a. Hostelling Scotland will endeavour, where possible, to meet everyone's requirements, however facilities vary by Youth Hostel. Please contact and check details with the Youth Hostel direct or the Reservations and Customer Services Team in advance of arrival
b. It is the responsibility of the Person making the Booking or the Lead Person to ensure that all special needs and requirements are identified and communicated in advance of arrival.
c. Hostelling Scotland cannot, however, help with walking, eating or other personal needs. If you need help, you must take someone with you who can take care of your needs
d. For Allergens, please see point 2.4

2.9 Young People

a. Hostelling Scotland 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. Parties with young children (under 12) will only be accommodated in private rooms, where available. Young children can share accommodation only with their parents or guardians
c. From the age of 12 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
d. Hostelling Scotland advise that additional notice be given to the destination Youth Hostel when travelling with children, to ensure that suitable accommodation is available
e. Hostelling Scotland 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. Hostelling Scotland endeavours to protect these rights and minimise the risk of children being abused. Child Protection is the responsibility of every adult who is involved with children. In the event of a safeguarding incident all relevant information will be passed to the Police or relevant authorities.

2.10 Code of Conduct

a. All guests have to abide by the Youth Hostel rules and are not allowed access to any prohibited areas at any time
b. During the stay, guests are required to consider the collective needs of others in the Youth Hostel, to take due care of the facilities provided and to respect the shared environment
c. You must not bring any potentially hazardous or otherwise dangerous items on to our premises
d. You must not cause any disturbance to any other guests or our employees including but not limited to noise disturbance that causes a statutory or public nuisance
e. We will not tolerate violent or disruptive conduct and any guest displaying unacceptable behaviour will be asked to leave the Youth Hostel without refund
f. Hostelling Scotland reserves the right to call for assistance from any of the emergency services at any time
g. The guest or lead booker shall be responsible for any damage, breakages, excessive cleaning, or misuse of the property or facilities during the stay, including incidents involving smoking, alcohol, or drugs. Any associated repair, replacement, or additional cleaning costs will be charged in full to the guest or lead booker

2.11 Use of Alcohol, Smoking and Drugs

a. All Hostelling Scotland Youth Hostels are non-smoking buildings and all hostels in accordance with Scottish Law have a strict no-smoking and no-vaping policy throughout the property.
b. In licensed Youth Hostels, consumption of alcohol 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 not allowed
c. Under The Licensing (Scotland) Act 2005 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.
d. The use of illegal drugs is strictly prohibited in and around any Hostelling Scotland Youth Hostel at any time. If the Youth Hostel Manager/ team member suspects that a person is in possession of illegal drugs, they will contact the local authorities.
e. Guests found to be contravening the above policies will be asked to leave the Youth Hostel without refund

2.12 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
d. Hostelling Scotland will not allow guests to bring firearms, ammunition, knives or weapons of any kind to any of their Youth Hostels or within the grounds of their youth hostels. Hostelling Scotland will not store weapons of any kind at their youth hostels.

2.13 Charging of e-bikes and e-cigarettes

a. The charging of e-bikes and e-cigarettes is prohibited in all hostel bedroom accommodation. However, charging of such appliances is available at designated times in each location. Please check in advance of travelling and on arrival contact reception or speak to a Hostel Team member who will advise on the charging facilities within the hostel you are staying

2.14 Pets

a. At selected Youth Hostels dogs are welcomed in private room accommodation only and are subject to additional specific terms and conditions. Please check www.hostellingscotland.org.uk for current information on dog friendly hostel locations
b. Hostelling Scotland does not permit any other pets
c. A fee per dog per night will apply
d. Assistance Dogs are allowed within all hostels at no additional cost. However, these dogs must have the proper accreditation

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2.15 Infectious Diseases

a. Infections such as flu, can spread easily and cause serious illness in some people. Hostelling Scotland does not have the capacity to cater for anyone with infectious diseases and are therefore unable to accommodate such stays/bookings. If you have any symptoms of an infection, a respiratory illness, high temperature or do not feel well then please do not travel to a Youth Hostel

MEMBERSHIP (information relating to all bookings including individuals, groups and Rent-a-Hostel for exclusive hire and meeting rooms)

3.1 Requirement for Membership

a. Hostelling Scotland is a membership organisation and membership requirements apply to all bookings at Hostelling Scotland Youth Hostels.
b. Hostelling Scotland members benefit from an exclusive membership entitlement allowing one valid Hostelling Scotland member to bring up to eight additional guests without those guests requiring individual membership or paying a daily membership fee. This benefit applies exclusively to stays at Hostelling Scotland Youth Hostels in Scotland. This exclusive benefit is available only to Hostelling Scotland members and does not extend to members of Hostelling International (HI) or any other HI National Association. It is not transferable to hostels operated by other National Associations.
c. Valid membership of Hostelling International (HI) or another recognised HI National Association is accepted at Hostelling Scotland Youth Hostels. However, all adults travelling under these memberships must hold their own valid individual membership. Where an individual does not hold valid membership, the applicable daily membership fee will be charged per person, per night.
d. Use of Hostelling Scotland Membership Internationally: Valid Hostelling Scotland membership is recognised at hostels affiliated with Hostelling International (HI) only. Membership benefits, discounts and guest privileges may vary between National Associations and are subject to the Terms and Conditions of the relevant Association. Benefits available at Hostelling Scotland Youth Hostels, including the entitlement to bring up to eight additional guests without additional membership fees, may not apply. Members must check the relevant National Association's membership requirements, benefits and Terms and Conditions before booking or travelling.
e. Partner Hostels: Hostelling Scotland Partner Hostels operate independently and are subject to their own Terms and Conditions, including any applicable membership requirements, benefits and charges. Hostelling Scotland membership benefits do not automatically apply at Partner Hostels. Guests should check the individual Partner Hostel's Terms and Conditions before booking or travelling.
f. Proof of Membership: Proof of valid membership will be requested on arrival at each Youth Hostel. Where valid membership cannot be provided, the applicable daily membership fee will be charged, subject to the Hostelling Scotland member benefit outlined in clause 3.1(b).
g. All membership fees, including annual and daily membership charges, are non-refundable.
h. For bookings made through third-party Online Travel Agents (OTAs), all quoted prices include a daily membership fee per person, per night. Members of Hostelling Scotland, Hostelling International (HI), or another recognised HI National Association booking through these channels are not entitled to a refund of the membership fee.

3.2 Membership Categories and Further Information

a. **Hostelling Scotland Lifetime Membership:** Available to any named individual, with no age restriction. This membership is valid for the individual's lifetime and does not require renewal. Members benefit from the exclusive entitlement outlined in clause 3.1(b).
b. **Hostelling Scotland Individual Membership:** Available to individuals and valid for one year, requiring annual renewal. Members benefit from the exclusive entitlement outlined in clause 3.1(b).
c. **Hostelling Scotland Annual Group Membership (10+ people):** As a membership organisation, Hostelling Scotland requires group membership for bookings of 10 or more people. Annual Group Membership is valid for one year and covers eligible group bookings during that period.
d. **Hostelling Scotland Single Trip Group Membership (10+ people):** Available for group bookings of 10 or more people. This membership is valid for one booking only and does not extend to subsequent stays.
e. **Hostelling Scotland Daily Membership:** A daily membership fee applies to each individual aged 16 or over who does not hold valid membership of Hostelling Scotland or another recognised Hostelling International (HI) National Association. The fee is charged per person, per night, and daily membership is valid for one night only. Daily membership does not include the exclusive benefit outlined in clause 3.1(b).
f. **International Membership:** Valid membership of another recognised Hostelling International (HI) National Association provides access to Hostelling Scotland Youth Hostels without the need to purchase additional Hostelling Scotland membership. Membership is recognised on an individual basis and does not include the exclusive benefit outlined in clause 3.1(b).

3.3 Communication and further information for Hostelling Scotland Lifetime and Annual Members

a. Members of Hostelling Scotland (Scottish Youth Hostels Association) are entitled to attend the Annual General Meeting and take part in the annual election of candidates to its Board of Trustees. The organisation has a commitment to make members aware of any changes to Governance and will therefore contact all members where contact information has been provided. Information relevant to member specific communications will also be posted on Hostelling Scotland website www.hostellingscotland.org.uk
b. Members are responsible for advising Hostelling Scotland of any change in contact details via email and My Hostelling Scotland pages or by contacting Reservations
c. If any member prefers not to receive information (including by email) from Hostelling Scotland, please write to Membership at membership@hostellingscotland.org.uk or at Hostelling Scotland, 7 Glebe Crescent, Stirling FK8 2JA, stating your name, address, membership number and, if applicable, email address
d. If a member loses their card, a new card can be obtained from Hostelling Scotland Head Office or from any Youth Hostel if the membership is still current. Replacement charges apply

INDIVIDUAL BOOKINGS SPECIFIC TERMS AND CONDITIONS

4.1 Definition of an Individual Booking

a. Any booking for nine or fewer people is regarded as an individual booking.
b. Please ensure that you hold a valid membership before arrival. Please refer to section 3.1
c. All individual bookings must be paid in full at the time of booking. For payment methods please refer to section 1.3

4.2 Changing or Cancelling a Reservation

a. All cancellations or refund requests should be directed to the relevant Youth Hostel or to Reservations and Customer Services Team.
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 24 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 12noon on any given day. Bookings cancelled within 24 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 the guest otherwise notifies Hostelling Scotland.
f. Whenever a booking is cancelled, whether more or less than 24 hours in advance, any costs expended by Hostelling Scotland 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 24 hours in advance, the cost of the meals will be refunded in full. If a stage is cancelled within 24 hours of the arrival point, the full cost of any meals booked will be charged to the guest
h. Bookings cancelled when "- Non-Refundable Rates" have been used will be cancelled with no refund.

GROUP BOOKINGS SPECIFIC TERMS AND CONDITIONS

5.1 Definition and Requirements of a Group & Group Package Booking

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a. Group bookings are defined as an organised group of 10 people or more and booking Hostelling Scotland services only
b. There is a legal requirement at licensed Youth Hostels for a minimum 1:10 ratio of adults to children
c. Hostelling Scotland 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 and group members may need to share room facilities with other guests.
d. For all group bookings, Hostelling Scotland must receive a named rooming list and anticipated arrival time at least 4 weeks (28 days) prior to arrival. Hostelling Scotland reserves the right to amend rooming lists until the time of arrival
e. Hostelling Scotland accepts no responsibility for extra costs incurred by any person, driver or group leader not willing to share room facilities with other drivers, group leaders or persons
f. Every group is required to have a leader, regarded as the Lead Person who must be aged 18 years or over, who is responsible for making and paying for the booking and is the main point of contact before, during and after the stay
g. For all groups under 16 years old, The Lead Person must be resident within the Youth Hostel throughout the duration of their booking and on arrival must provide the team with direct mobile contact number
h. For all other group bookings, Hostelling Scotland 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
i. Departing groups must remove all their belongings from their room and check out by 1000 hours. 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

5.2 Group Membership

a. All groups must have a valid group membership before arrival. Please refer to section 3.1

5.3 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 the beds or rooms will be automatically released from the system.
b. Payments can be made by the card holder either by Visa, MasterCard, Switch, Debit Card or in some cases Bank Transfer. Bank transfers must be accompanied by the bank's proof of payment. All payments are made in Pound Sterling.
c. 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.
d. 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.
e. 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 provided to you by Hostelling Scotland. We will, however, inform you in writing prior to any such action.
f. 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.
g. Online group bookings require full payment at the time of booking
h. When Hostelling Scotland has received your deposit, this will form a binding contract with you. Hostelling Scotland will send you the confirmation along with any other relevant or specific information that has been requested
i. Where a credit agreement is in place between Hostelling Scotland and a group organiser, the booking and payment terms will be as specified in the credit agreement
j. Please note that if no deposit has been received within the given timeframe, then the booking will automatically be released without further notification

5.4 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 your party requires to cancel or change their Youth Hostel stay once it has been confirmed, the Lead Person must inform us in writing. Hostelling Scotland will then ask you to pay any cancellation charge as shown below in the table
c. If you wish to add to your party numbers, please ensure you contact us immediately to check availability. If no advance notification is given, Hostelling Scotland reserves the right to refuse any late additions
d. 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
e. Hostelling Scotland has the right to use any money already paid to cover cancellation charges
f. 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

g. Bookings cancelled when "- Non-Refundable Rates" have been used will be cancelled with no refund
h. Late reductions in numbers will be charged as per our cancellation policy
i. Cancellation charges will also apply for all meals booked in advance. If a meal stage is cancelled more than 28 days in advance, the cost of the meals will be refunded in full. If a stage is cancelled less than 28 days before the arrival date, the full cost of any meals booked will be charged.
j. Should the Lead Person change prior to arrival, Hostelling Scotland must be notified in writing including a copy to the new contact with their contact details
k. Hostelling Scotland strongly recommends that you take out personal or group travel insurance to cover any eventualities.

5.5 Arrival and Departure

a. Check-in time should be confirmed in advance of arrival. Groups wishing to arrive later than 2100 hours on their arrival day should notify Hostelling Scotland prior to arrival to retain the accommodation booked
b. On arrival at the Youth Hostel the Lead Person is required to sign all relevant registration documentation
c. The Lead Person is required to present a full list of participants for fire regulation purposes to Youth Hostel reception team members
d. The Lead Person must also provide a mobile phone number to be contactable at all times
e. The Lead Person and all group participants must agree to adhere to the Hostelling Scotland Code of Conduct. Please refer to section 2.10.
f. For Damage liability please refer to 2.10.g
g. Where an individual's circumstances may lead to special accommodation or catering requirements, you can continue to make the booking of your choice, but you will need to get in touch with us, 42 days in advance of your arrival, this will enable us, subject to availability, to update our notes and make your check in a smoother process. Please refer to section 2.3 and 2.7
h. You can notify us of any changes to your booking by emailing the hostel direct or hello@hostellingscotland.org.uk and we will contact you to discuss this. Please note our Reservations Team and Customer Services Team is available Monday to Friday from 9am to 5pm

5.6 Groups with Young People

a. To ensure the rights of children are protected and risk minimised, Hostelling Scotland accommodate children travelling as part of a bona fide group or school through the following:
b. Young people over 5 years and less than 16 years will be accommodated in same gender room accommodation designated for their group use only.
c. All group leaders (Lead Persons) and drivers will be accommodated in separate accommodation from their group members and where possible will be allocated rooms as close as possible to the young people to enable effective supervision
d. Hostelling Scotland requires the Lead Person to hold in their possession a valid risk assessment, safeguarding process including relevant individual information, medical details and emergency particulars for each young person in their care. This should be made aware to the Hostelling Scotland team on arrival

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e. The Lead Person is responsible for the behaviour of children in their care at all times. Hostelling Scotland do not accept responsibility for the care and supervision of children in our Youth Hostels
f. 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 licensed Youth Hostels for a minimum 1:10 ratio of adults to children

RENTAHOSTEL and PRIVATE HIRE FOR EXCLUSIVE USE SPECIFIC TERMS AND CONDITIONS

6.1 Definition and Parameters of RentaHostel for Private Hire

a. Hostelling Scotland RentaHostel bookings provide guests with exclusive use of the Youth Hostel for the duration of their stay. No other guests will occupy or use the Youth Hostel during this period, and the booking guest(s) will have access to all hostel facilities, with the exception of catering kitchens. Self-catering kitchen facilities are included in all RentaHostel bookings
b. RentaHostel bookings are intended for private exclusive use only. Any commercial use of the Youth Hostel must be requested in advance and is subject to prior approval at the sole discretion of Hostelling Scotland.
c. RentaHostel is for exclusive use and as such the hostel will NOT be staffed in the normal fashion of our standard staffing hours. Please discuss your requirements at the point of reserving so the teams can consider how best to meet the individual needs of your booking and any additional costs for staffing may be highlighted in advance.
d. Catering may be available as an additional option in some hostels but will have to be requested 42 days prior to arrival and will incur additional cost.
e. The minimum RentaHostel period is generally two nights – exceptions will be considered, and a supplement will be charged.
f. 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).
g. Fire Regulations require that Hostelling Scotland know the actual number of people in your group, which should be confirmed to Reservations 28 days prior to your arrival date. Any changes should not exceed the Youth Hostel capacity and reservations should be notified before arrival.
h. 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 Hostelling Scotland for reference 42 days prior to your arrival
i. Responsibility for Insurance: It is the sole responsibility of the guest/company to ensure they have adequate and appropriate travel, health, and personal property insurance in place prior to their stay. Hostelling Scotland does not provide insurance coverage and will not be held liable for any loss, damage, injury, or other incidents that may occur during the guest's stay. By confirming a booking, the guest acknowledges and accepts full responsibility for obtaining sufficient insurance to cover their needs.

6.2 Definition and Responsibilities of Lead Person

a. 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 on the booking form. Hostelling Scotland 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 18 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/ team members immediately.
d. Groups with large numbers of junior members (under 18 years) will require a leader ratio of at least one leader per ten juniors as per our standard Group Terms and Conditions.
e. For Damage liability please refer to 2.10.g
f. Responsibility for Insurance: It is the sole responsibility of the guest/company to ensure they have adequate and appropriate insurance in place prior to their stay. Please see section 6.1.i

6.3 What is Included in a RentaHostel

a. You will have use of a fully furnished Youth Hostel
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. Guests will need to bring their own towels although arrangements can be made to hire these as part of the reservation at an additional cost.
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. Catering is NOT available unless by prior agreement in section 6.1.d
g. A full profile of the Youth Hostel you have chosen will be included in your confirmation email.
h. Only the self-catering kitchen is available for use, access to the main catering kitchens is not permitted
i. In some locations the Youth Hostel Manager or team members may not be in the Youth Hostel throughout your stay, however, on arrival you will be advised of contact details for the team member or Hostelling Scotland support services in the event this is required
j. If you are booked for a lengthy period, the Youth Hostel Manager or team member will service the toilets, showers and refresh bedding by local agreement
k. Please Note: In some hostels, the Manager or team members may be resident during the period of your stay. In certain hostels this may include use of shared washrooms and self-catering kitchens

6.4 Membership

a. Please ensure that one guest holds a valid membership before arrival. Please refer to section 3.1

6.5 Confirmation & Payment

a. Please refer to section 5.3
b. In some circumstances, Hostelling Scotland reserves the right to request a further refundable 25% deposit bond of the total value of the booking

6.6 Changing or Cancelling a Booking

a. Please refer to section 5.4

6.7 Arrival and Departure

a. You will be asked for your estimated time of arrival. Should this change at any time, please let us know as soon as possible so that the Youth Hostel Manager or colleagues can be there to assist you
b. The Lead Person should be first to arrive at the Youth Hostel for check in procedures & show around
c. All other RentaHostel guests can arrive anytime from 4pm on the day of arrival
d. On the day of departure, the Youth Hostel Manager or team member will be there to check you out 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. Departure from the Youth Hostel is 10.00am. (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 inform Reservations at time of booking)
f. Early arrival and late departure times may be requested and are subject to availability. These are charged at £50.00 per hour

6.8 Assured Standards for Departure

a. Prior to your departure the Youth Hostel Manager/ team member will go over the Assured Standards for Departure Agreement.

b. Hostelling Scotland reserves the right to charge should these standards not be met at time of departure.
c. Damage, breakages, excessive cleaning, and misuse charges apply. Please refer to section 2.10(g)
d. All guests may be asked to take their recycling with them when leaving the hostel.

MEETING ROOM / EVENT BOOKING SPECIFIC TERMS AND CONDITIONS

7.1 Definition and Requirements of Meeting Room / Event Booking

a. Meeting room 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 meeting room / event bookings
b. Every meeting room / event booking is required to have a designated Lead Person who is the main point of contact and responsible for making and paying for the booking. The Lead Person must be at least 18 years of age
c. For all Event/Conference & Function bookings, Hostelling Scotland must have a direct mobile contact telephone number for the Lead Person, and a contact address and email address

7.2 How to Book

a. Meeting room bookings cannot be made online. Bookings can only be made by contacting the Youth Hostel or Reservations and Customer Services team on 0345 293 7373 or at hello@hostellingscotland.org.uk. Payment will be required in full at the time of booking

7.3 Changing or Cancelling a Booking

a. If you need to change or amend your booking, you are required to let the Youth Hostel know by phone or email at the first possible opportunity
b. If you wish to add to your party numbers, please ensure you contact us immediately to check availability. If no advance notification is given, Hostelling Scotland reserves 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.
c. If you need to cancel your booking the following cancellation charges will apply:

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 days)	100% of total cost

d. Late reductions in numbers will be charged as per our cancellation policy
e. Cancellation charges will also apply for any meals booked in advance. If a booking is cancelled more than 28 days in advance, the cost of the meals will be refunded in full. If a booking is cancelled less than 28 days before the arrival date, the full cost of any meals booked will be charged
f. Additionally, Hostelling Scotland will charge you for any monies we have already paid at the time of cancellation to a third-party supplier

7.4 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 team.
b. The Lead Person is responsible for acquiring information from Youth Hostel colleagues about planned fire drills, fire alarm signals and fire escape routes, and for communicating this information to participants at the earliest opportunity.
c. The Lead Person and all group participants / guests must adhere to the Hostelling Scotland Code of Conduct. Please refer to section 2.10
d. Guests are expected to leave the Youth Hostel by the agreed departure time, notified at each Youth Hostel reception.

7.5 Functions with Young People

a. To ensure the rights of children are protected and risks minimised, Hostelling Scotland accommodate children travelling as part of a bona fide group or school through the measures detailed in section 5.6 above.
b. The requirements of groups as detailed in section 5 also apply in full to Event, Conference & Function bookings involving children.

BUYING OR USING GIFT VOUCHERS SPECIFIC TERMS AND CONDITIONS

8.1 Purchase of Gift Vouchers

a. Gift vouchers can be purchased online by visiting www.hostellingscotland.org.uk or by contacting Reservations and Customer Services Team on 0345 293 7373 or at hello@hostellingscotland.org.uk; or in person at the Hostelling Scotland National Office at 7 Glebe Crescent, Stirling, FK8 2JA

8.2 Redemption of Gift Vouchers

a. Gift vouchers are only valid for bookings made via Reservations or selected Youth Hostel
b. Gift Vouchers are valid for 2 years from date of purchase.
c. Subject to availability Hostelling Scotland gift vouchers can be exchanged for accommodation or membership only
d. Vouchers are not accepted in partner hostels or any hostel outwith the Hostelling Scotland proprietary network
e. Vouchers are not permitted to be returned or to be redeemed for cash in any circumstances
f. The voucher number must be given at the time of booking, and each voucher number can only be used once.
g. If used for an accommodation booking the voucher(s) must be handed over on arrival at the Youth Hostel or the booking/purchase will be treated as unpaid.
h. If used for membership purchase, voucher(s) must be submitted to Youth Hostel or Reservations at Hostelling Scotland Head Office (as advised) before membership card is issued.

8.3 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 Hostelling Scotland, charity number SC013138
b. If a booking paid by gift vouchers is cancelled, the refund can only be issued by Reservations at Hostelling Scotland Head 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

OTHER TERMS

9.1 Pricing and Promotional Offers

a. 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.hostellingscotland.org.uk or by contacting Reservations.
b. The charging policy for young people staying in Hostelling Scotland Youth Hostels is as follows:
   - Under 3 years of age — No Charge
   - 3 years to 15 years — Junior Rate
   - 16 years of age and over — Senior Rate
c. Hostelling Scotland reserves the right to change our prices at any time, without notice. The price paid is the price in force at the time of booking. Hostelling Scotland will fully guarantee the price of your Youth Hostel stay on your confirmation booking statement/invoice when deposit/full payment is received
d. Hostelling Scotland may from time to time run promotional offers. Such offers are subject to the specific terms and conditions relating to that offer, which will be available on www.hostellingscotland.org.uk

9.2 Accuracy of Information and Promotional Materials

a. Hostelling Scotland exercises all due care and diligence when producing electronic and printed materials on Youth Hostel facilities and local attractions. However, Hostelling Scotland reserves 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 Hostelling Scotland assumes no liability for loss or damages incurred due in part or in whole to such errors
c. All maps and photographs displayed in Hostelling Scotland printed and electronic materials are for illustrative purposes only

9.3 Lost Property

a. Hostelling Scotland takes no responsibility for items or property lost or left on the premises or within the grounds as per Hotel Proprietors Act 1956
b. Any lost property not claimed within 4 weeks will be disposed of at our discretion
c. If you have contacted us about an item(s) of lost property we will confirm the cost of postage to return this to you

9.4 Liability to its Guests

a. Hostelling Scotland accepts no liability for the loss of or damage to any personal belongings belonging to you or any member of your party while on the premises. Guests will be held responsible for any damage caused to the Youth Hostel, its property, or facilities through negligence, misuse, or deliberate acts, and the full cost of repair or replacement may be charged accordingly. Please refer to 2.10.g

9.5 Circumstances Outwith Our Control

a. Hostelling Scotland 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 a pandemic such as COVID-19, a 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, Hostelling Scotland 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

9.6 Insurance

a. Hostelling Scotland maintains standard public liability insurance cover. If you require details of the cover in advance, this can be obtained from 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. Hostelling Scotland recommend personal travel insurance, including cancellation insurance

9.7 Governing Law

a. The contract between Hostelling Scotland 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

9.8 Guest Feedback

a. Hostelling Scotland is here to offer the best hostelling experience throughout Scotland for everyone and therefore welcomes guest feedback to help us improve our service in the future. If something is not quite right when staying with us, then please speak to a member of the team so that we can be given the opportunity to put it right for you. If you have feedback for us after departure, please contact us at feedback@hostellingscotland.org.uk or write to Hostelling Scotland, 7 Glebe Crescent, Stirling, FK8 2JA

9.9 Partner Hostels

a. A number of independent hostels are promoted by Hostelling Scotland as partner hostels. These hostels are not owned or managed by Hostelling Scotland and are not governed by these terms and conditions but are available to help our guests reach parts of Scotland where we are not represented directly. Separate terms and conditions will apply and should be asked for at the specific hostel. Feedback regarding a stay in these hostels should in the first instance be directed to the manager/owner and copied to feedback@hostellingscotland.org.uk or at Hostelling Scotland, 7 Glebe Crescent, Stirling FK8 2JA

PRIVACY POLICY INFORMATION

10.1 Your information

a. Hostelling Scotland acts as the data controller in respect of your personal data. We are committed to processing your personal data in accordance with applicable data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act 2018. Further details of how we collect, use, store and protect your personal data, together with your rights, are set out in our Privacy Policy, which forms part of these Terms and Conditions.
b. By using our website or other digital channels and providing personal data, you acknowledge that your personal data will be processed in accordance with our Privacy Policy. Where personal data is provided in connection with a booking, processing will be necessary for the performance of a contract and/or to take steps at your request prior to entering into a contract.
c. Where bookings are made via third-party booking platforms (including online travel agents), we will process your personal data in accordance with our contractual arrangements with those providers and applicable data protection laws.
d. We may process personal data where necessary to comply with legal or regulatory obligations, including in connection with any applicable visitor levy requirements. Such processing is carried out on the basis of compliance with a legal obligation.
e. Our website and electronic communications may contain links to third-party websites. We do not accept responsibility or liability for the content, terms and conditions, or privacy practices of such websites. Access to such websites is at your own risk.
f. CCTV operates at certain hostels for the purposes of safety and security. Such processing is carried out on the basis of our legitimate interests in protecting our guests, staff and property. Further information can be obtained by contacting the relevant hostel or our Reservations and Customer Services Team.
g. Our Privacy Policy (including details of visitor levy data processing, lawful bases, data retention and your rights) is available at www.hostellingscotland.org.uk

CONTACT DETAILS FOR HOSTELLING SCOTLAND

Reservations & Customer Service Team	hello@hostellingscotland.org.uk or 0345 293 7373 (Mon - Fri 9am - 5pm)
Membership Team	
Guest Feedback	feedback@hostellingscotland.org.uk