



Welcome back to Hostelling Scotland: here's what you need to know

We have missed you and have been working hard to welcome you back as the health, safety and wellbeing of our people and guests along with protecting the communities in which we all live and work remains our utmost priority. Whilst hostelling will feel a bit different for a while, rest assured we will do everything we can to make sure you will have an enjoyable hostelling experience with us!



STEPS FOR A SAFER STAY – WHAT WILL BE AVAILABLE

Private rooms

Only private rooms will be advance bookable. Shared dormitory accommodation is not available until further notice

Wash and shower rooms

If you have not reserved and ensuite room, on arrival a wash room will be allocated for your exclusive use only

Rentahostel

If you are [Renting-a-Hostel for Exclusive Private Hire](#) then we would encourage responsible allocation of bedrooms and request that consideration is given to social distancing practices in line with current Scottish Government guidelines. Please note that certain areas of the hostel will not be accessible during the rental

Hostel Opening Hours

We will be re-opening our hostels with reduced opening hours for now as follows:

- **Check out: 7am to 10am**
- **Check in: 4pm to 9pm**

If you are staying more than one night then access to the facilities can be arranged with the team member on duty

Food and Beverage

We are delighted, depending on location, to be able to offer a [take away breakfast, packed lunch, dinner including limited snack service](#). There will also be the opportunity to purchase cold beverages such as soft drinks, bottled beers, wine and cider

Access to kettles and water

Cold and hot water is readily available from reception during opening hours. We ask guests to bring their own receptacles with them, in the form of water bottles, flasks etc.

Cairngorm Lodge

Available from reception (7-10am and 4-9pm) - please bring your own receptacle.

Edinburgh

Available from reception/public area - please bring your own receptacle.

Tea and coffee will also be available for guests to purchase in the hostel.

Glen Nevis

Available from reception (7-10am and 4-9pm) - please bring your own receptacle.

Pitlochry

Available from reception (7-10am and 4-9pm) - please bring your own receptacle.

Please note: Guests will have access to a hot water urn and not a kettle at Pitlochry.

Portree

Guests will have access to water and tea & coffee making facilities - please bring your own receptacle.

Please note: A kettle will be provided in all bedrooms at this hostel.

Rowardennan

All cold water taps in the bedrooms at Rowardennan are suitable for drinking water - please bring your own receptacle. Guests will also be provided with their own catering station in the dining room. During reception hours (7-10am and 4-9pm) guests will have access to a kettle to make their own tea and coffee – as outlined above, please bring your own receptacle.

Torridon

Guests will have access to water and tea & coffee making facilities -please bring your own receptacle.

Public areas spaces

These may be accessible to guests for short periods of time but at a much reduced seating capacity and guests are reminded to use these safely and responsibly

Complementary Wi-Fi is available in our city locations but please be aware that in Cairngorm Lodge, Rowardennan Lodge and Torridon hostels due to their location, the Wi-Fi signal is limited

Cycle storage

This will continue to be available, however, we envisage it will be popular. Access into the store will be limited to one person at a time to guarantee good distancing. There is no need to pre-book cycle storage

Extra cleaning

We have a ["Cleanliness Commitment"](#) and are committed to delivering the highest levels of cleanliness for all our guests and we will always promise a safe and clean hostel

In addition Hostelling Scotland has achieved the "We're Good to Go" British hospitality industry standard accreditation providing further reassurance and confidence for our guests

Additional safety measures

- We have in place social distancing signage to act as a gentle reminder
- We have sanitising stations available with signs reminding guests of the importance of hand hygiene
- Our reception desks and serveries have protective screens in place with, wherever possible, contactless payment available
- In the bedrooms we have removed some difficult to clean furniture such as under bed storage and easy chairs; all the other essentials still remain
- Some of our facilities have been closed to assist with social distancing measures. This includes our public area spaces, self-catering kitchens, laundry & drying rooms and public washrooms
- Cards not cash - we will operate a cashless system

All our employees are appropriately trained and when required will use appropriate Personal Protective Equipment (PPE) such as wear masks and gloves

Help is on hand

A Hostelling Scotland team member will be on duty at key times to assist you with any enquiries you may have

WHAT'S NOT OPEN OR AVAILABLE JUST YET

To ensure the safety of everyone, some facilities will not yet be available

Shared Dormitory Accommodation

Will not be available at this time

Self-catering kitchens

These will be closed until it is safe to re-open them again

Public area toilet facilities and washrooms

Where possible these will remain closed for now

Luggage storage, drying room and Laundry facilities

In most locations, these will remain closed for now

Towels

No towels will not be available and we ask for all guests to bring with them their own towel including washroom products such as soap, shower gel and shampoo

Toys and Games

Toys and games within our social spaces will not be available at this time. We would ask you to bring your own form of family gaming to keep those evenings as fun as they could be

Camping

We are not able to safely and responsibly offer camping as an alternative at this time

HOW YOU CAN HELP

To ensure the best hostelling experience for everyone please protect yourself and protect others by following the Scottish government guidelines at all times. Based on the current information we ask the following:

- To book your accommodation including food and beverage choices in advance of arrival
- Do not arrive at a youth hostel if you feel unwell
- When staying with us the most important thing you can do is to wash your hands
- That all guests wear a mask in public areas
- To make use of the hand sanitisers that are available in the public areas
- That everyone maintains the Scottish government physically distancing guidelines

WHICH YOUTH HOSTELS ARE OPEN?

Each property has been carefully assessed to determine the maximum number of guests who can safely stay at any one time. As a result, the hostels that will be opening on a **reduced capacity, private room only basis with optional take away breakfast** are as follows:

Cairngorm Lodge 20th August	Edinburgh Central 7th August
Glen Nevis 1st August	Pitlochry 1st August
Portree 1st August	Rowardennan Lodge 1st August
Torridon 1st August	

However, due to difficulties to comply fully, effectively and in a sustainable way with the current Scottish government proposed safety guidelines, all other hostels will only be available on a [Rent-a-Hostel Exclusive Private Hire](#) basis for the remainder of the season.

Regrettably Achmelvich, Braemar, Durness Smoo, Gairloch Sands, Glasgow, Glen Affric, Glenbrittle, Kirkwall, Newton Stewart, Perth and Tobermory will not open this year.

These decisions haven't been taken lightly and we will continue to monitor Scottish government advice to allow for the safe opening of all our hostels in the near future.

Please visit our website www.hostellingscotland.org.uk to book direct or email our reservations team at hello@hostellingscotland.org.uk with your enquiry. Please note Rent-a-Hostel Exclusive Private Hire bookings are not bookable online and can only be made by contacting the reservation team.

All our Hostels including seasonal hostels are available to book for 2021.

OTHER WAYS TO KEEP IN TOUCH WITH US

You can contact us by emailing hello@hostellingscotland.org.uk

You can continue to browse and review information about us and our youth hostels online at www.hostellingscotland.org.uk

Through the website you can sign up to our monthly newsletter to hear all of the latest news from Hostelling Scotland as well as receive special offers and discounts

JOIN US AND BECOME PART OF THE HOSTELLING SCOTLAND FAMILY

[Membership of Hostelling Scotland](#) provides access to all of our youth hostels in Scotland at the best possible price.

SUPPORT US

By booking direct with Hostelling Scotland. Did you know that your booking goes towards supporting a long standing Scottish National charity that is open to all especially young people to allow them to discover and explore this beautiful country? [To learn more please click here](#)

You can also support Hostelling Scotland by [volunteering](#)

[A donation can go a very long way.](#) Your support will help us provide a warm welcome for all, especially young people wishing to explore and discover this wonderful country of ours.

CORONAVIRUS: HOSTELLING SCOTLAND FAQ'S

For more information and our guest frequently asked questions [please click here](#)

A BIG THANK YOU

Your patience, understanding and support at this time is much appreciated.

WE LOOK FORWARD TO SEEING YOU SOON AND WELCOMING YOU TO HOSTELLING SCOTLAND, WHERE OUR PLACE IS YOURS.