



## 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 an 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 will be 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.

### *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?

The majority of our Hostels including seasonal hostels are available to book for 2021.

Please visit our website [www.hostellingscotland.org.uk](http://www.hostellingscotland.org.uk) to book direct or email our reservations team at [hello@hostellingscotland.org.uk](mailto: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.

Our Covid-19 Flexibility Guarantee provides the reassurance you need to book your next stay with Hostelling Scotland.

To give you complete peace of mind and keep things as simple as possible, we're applying the guarantee to all future bookings – regardless of when you booked or the terms and conditions that were in place at the time.

If you are unable to proceed with your booking due to Local or National Government restrictions (UK & International) related to Covid-19 which prevent you from travelling to one of our hostels in Scotland, such as travel bans, enforced self-isolation, or your accommodation is unavailable for any reason, you will be able to choose from one of the following options:

- **Transfer your booking to a later date**  
Subject to availability we will move your booking to a later date, with no admin fees or penalties.
- **Transfer your booking to an alternative hostel**  
Subject to availability we will move your booking to an alternative hostel, with no admin fees or penalties.
- **Request a full refund**  
We will refund you the full amount you have paid for your booking

## **OTHER WAYS TO KEEP IN TOUCH WITH US**

You can contact us by emailing [hello@hostellingscotland.org.uk](mailto:hello@hostellingscotland.org.uk)

You can continue to browse and review information about us and our youth hostels online at [www.hostellingscotland.org.uk](http://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.**