



## Elterwater Independent Hostel Ltd

### Group Booking Terms & Conditions

Thank you for choosing to book with Elterwater Independent Hostel Ltd (referred to in this document as “Elterwater Hostel”, “The Company”, “the Hostel”, “we” or “us”).

When you make a group booking you are entering into a contract with us. Please read and acknowledge our terms and conditions of booking below:

#### Bookings

Group bookings, defined as bookings for more than eight guests, (other than whole hostel bookings for which please see separate terms and conditions) will be subject to acceptance by us and will be confirmed by email. Any booking made online or through an external agency will be provisional until confirmed by the Hostel and the appropriate deposit has been paid. We reserve the right to decline any booking, including those made online, at our discretion.

A booking cannot be amended or resold without prior written consent of the Hostel Manager, or other appointed representative of the Hostel. Doing so without permission may lead to cancellation of the booking and forfeit of money paid.

By making a booking you confirm that you are legally capable of entering into a binding contract and that the information you provide is correct. All bookings, however made, are subject to these terms and conditions and the person placing the booking (the Group Leader) confirms that he/she has the full authority to do so on behalf of all the persons they are making a booking for and confirms that all such persons are aware of, and subject to these conditions.

#### Pricing

The price quoted includes accommodation and taxes only and all extras such as breakfasts, packed lunches etc. are optional and charged additionally, unless offered as part of a special offer or otherwise confirmed in writing. Discounts may be available for larger groups opting for full board if agreed in advance and confirmed in writing.

Bedding is provided; however, guests are asked to make/unmake their own beds at the beginning/end of their stay. Under no circumstances should guests bring pillows, duvets, blankets or sleeping bags into the Hostel. Towels are not provided but are available for hire at the cost £2 per towel.

#### Payment

Payments shall be made in such format as we may agree with you when you make a booking. However, in order to keep our costs to a minimum, payment by debit card or bank transfer is strongly encouraged. A non-refundable 10% deposit (minimum £100) is required within 7 days to confirm a group booking and formal confirmation will be sent upon receipt. If the booking is not confirmed within the 7 days, the reservation will lapse. Full payment is due 2 months prior to your stay.

#### Changes to Bookings

If, less than six months before your arrival date, you wish to change a Group Booking, such a change shall be at the discretion of our Manager and may be subject to additional charges. All changes shall be subject to the availability of a suitable alternative.

If it is necessary for us to change your booking, in total or in part, we will inform you as soon as reasonably possible. You will have the choice of accepting the changed arrangements or cancelling your booking and receiving a full refund of all payments made.

#### Cancellation / Refund Policy

You may cancel or amend your booking at any time subject to our refund policy below. All refunds are calculated according to the time between notification of the cancellation being received and the time of the first night of your stay. The first night of your stay is defined as starting at 5 pm.

Please email ([bookings@elterwaterhostel.co.uk](mailto:bookings@elterwaterhostel.co.uk)) or call us (015394 37245) to cancel your booking. If you chose to email to cancel, the cancellation is not deemed to have been received until a confirmation/acknowledgement email has been sent.

Notice Given	Cancellation of the whole or more than 50% of your booking (in terms of dates or number of guests)
Over 2 months' notice	Loss of deposit
Between 1 and 2 months	Refund of 50% of cancelled accommodation and full refund on food
Less than 1 month notice	No refund on accommodation and full refund on food until 7 days prior to visit after which there is no refund.
Notice Given	Cancellation of less than 50% of the group booking
7 days or less	No refund of accommodation or food

#### Covid Cancellations

Whilst these are our general terms, we do recognise that the situation with Covid may mean that late cancellation is necessary on safety grounds. If this happens, we will consider each case on its merits and endeavour to resell the beds and make an appropriate refund.

#### Our Responsibilities

Elterwater Independent Hostel Ltd will ensure that the accommodation and/or other services offered are delivered responsibly, with reasonable care and in accordance with these terms and conditions. We maintain appropriate Health & Safety and Food Hygiene policies and also undertake regular Risk Assessments which are available on request.

## Our Liabilities

Should we fail to perform our part of the Contract, we will not be liable to you if this due to any cause beyond our reasonable control including (without limitation): an act of God, explosion, flood, fire or accident; war or civil disturbance; strike, industrial action or stoppages of work; Coronavirus outbreak or enforced self-isolation of staff; any form of government intervention; a third-party act or omission.

Our entire liability in connection with the Contract will not exceed the value of the Booking made.

We have five million pounds of public liability insurance; however our general insurance policy does not cover guest's possessions and we cannot be held liable for damage or loss of any such items.

## Group Leader Responsibilities

The person who made the booking is considered the group leader unless agreed separately in writing.

Group Leaders accompanying the Group are responsible for the discipline and behaviour of their Group. Group Leaders are responsible for all damage caused by their action or inaction, or the actions or inactions of those in their Group.

In the eyes of the Hostel, unless stated otherwise, the Group Leader is the person who made the booking. This person must provide contact details and act as the designated contact between the group and the Hostel. The Group Leader must be able to confirm the number of people within their group staying at the Hostel on any given night and provide full contact details of all individuals within the Group if requested to do so by the Hostel.

## Behaviour

We regret that our Hostel is not suitable for Hen/Stag parties or for those who wish to party into the night and we respectfully suggest if your group falls into these categories that you stay at a more appropriate venue.

If your behaviour or the behaviour of any member(s) of your group/ is deemed to be unacceptable or causes damage, your booking may be terminated and you may be asked to leave the premises. No whole or part refunds will be made under these circumstances. Any damage or breakages costs will be for your account.

Pets are not allowed in the premises, except guide dogs with prior notice. Smoking is not permitted anywhere inside the premises. As a licenced premises, we will be pleased to supply beer and wine and you are asked not to bring or consume your own alcohol. Any damage caused, beyond reasonable wear and tear, will be chargeable to you. The final decision on such matters lies with the Manager.

## Written communication

When using our website, you accept that communication with us will be mainly electronic. We will contact you by e-mail or provide you with information by posting notices on our website. By using this website, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

## Governing Law

The contract is subject to English law and the jurisdiction of the English Courts.

## Severability

In the event that any provision or part of the contract is found to be invalid or unenforceable, only that particular provision or part so found, and not the entire contract, will be inoperative.

## Changing these Terms and Conditions

We reserve the right to revise and amend these terms and conditions from time to time and without prior notice. You will be subject to the terms and conditions in force at the time that you make a booking, unless any change is required to be made by law or if we notify you of the change to these terms and conditions before we confirm that your booking or purchase has been successful.

## Your Information

We collect only the minimal personal information required by law and to manage our booking system, take payment, to provide a high level of customer service and to collect valuable feedback about how satisfied you were with the services provided. (If you do not wish to receive a request for your feedback please let us know in writing or by emailing us at [manager@elterwaterhostel.co.uk](mailto:manager@elterwaterhostel.co.uk)). The information typically includes the name, address, email and telephone number of the Group Leader and/or guests. The legal basis for collecting such information or processing data is 'performance of contract' and 'legitimate interest'. No financial information, such as credit card details, is retained.

Elterwater Hostel uses booking software, currently Freetobook.com, in order to store and manage booking information. In this context we are 'joint data controllers' for the processing of your personal data. Please see Freetobook's privacy policy for full details.

Personal data is used when Elterwater Hostel needs to contact you. The information is stored for up to 5 years so that we may comply with legal obligations required for all accommodation providers, and to give good customer service and a warm welcome to our returning guests. You can request a copy of the data we hold on you at any time. If you wish to raise a complaint, please make this in writing to the Hostel Manager at [manager@elterwaterhostel.co.uk](mailto:manager@elterwaterhostel.co.uk).

We will seek your consent before using any of your personal information for marketing purposes.

In the event that you are asked to leave because of unacceptable behaviour, you fail to pay for services rendered or if you are otherwise deemed unsuitable, your personal details may be shared with all members of Independent Hostels UK.

## ID

We reserve the right to ask Group Leaders to identify themselves and any member of their group at check in. For non-UK residents we are required by law to confirm guests' identity using a current passport or European National Identity Card.

We reserve the right to refuse accommodation at our discretion and without refund.

Acceptable forms of ID include passport, identity card, and approved photo ID cards, driving license or credit cards that match the name on the booking.