

Reservations

A Group is classified as a party of 6 guests or more.

Any group is required to inform us prior to making a reservation by emailing newcastle@eurohostels.co.uk or by telephoning 08454 900 371. We allow a certain number of Stag and Hen Groups, golfing trips, football trips etc but once our designated number is exceeded we reserve the right to refuse any groups either at the time of enquiry, pre-reservation, after the reservation has been made or even upon arrival.

A group reservation remains as 'provisional' until a non-refundable deposit amounting to 12% of the total booking value has been received by Euro Hostels Ltd. Once this deposit has been received the group reservation becomes guaranteed and subject to our Group Terms and Conditions. Euro Hostels Ltd reserves the right to cancel any booking with a provisional status once reasonable efforts have been made to contact you, this is normally no longer than 7 days. At this time you may be asked to sign and return a Group Contract.

Once the deposit is received a Confirmation clearly stating the deposit paid will be forwarded to you and will also act as your receipt. A pro forma invoice for the balance of the payment will also be forwarded to you at the time of the deposit payment. The remaining 88% of the total fee must be received by Euro Hostels Ltd no later than 28 days prior to arrival. Please allow an extra 5 working days prior to the payment due date for a cheque payment or bank transfer to clear. Euro Hostels Ltd accepts no responsibility for chasing payment of the balance.

If the remaining balance is not received 28 days prior to arrival Euro Hostels Ltd will endeavour to contact you.

In the event you cannot be contacted, then the group reservation will be cancelled and the 12% non-refundable deposit will be retained by Euro Hostels Ltd.

A final rooming list and arrival time should be provided to Euro Hostels Ltd 28 days prior to your arrival. Should the numbers in the group fall below the confirmed number then the cancellation conditions below may apply and the rate quoted may be reviewed at Euro Hostels discretion.

Should you be asked to return a Group Contract, the details on the Group Contract are confirmed and guaranteed by both parties upon signature from the

nominated group leader and a representative of Euro Hostels Ltd.

Groups containing children (5 years – 15 years) should be accompanied with the following adult supervision levels. If these levels are not met prior agreement, in writing, with Euro Hostels Ltd must be attained:

Up to 10 children - 2 Adults

Up to 20 children - 3 Adults

Up to 30 children - 5 Adults

Up to 40 children - 6 Adults

Above 40 children - Agree levels direct with hostel management

Groups containing youths (16 and 17 year olds) should be accompanied with the following adult supervision:

Up to 10 youths - 1 Adults

Up to 20 youths - 2 Adults

Up to 30 youths - 3 Adults

Up to 40 youths - 4 Adults

Cancellations

Any cancellation from the group must be notified at least 28 days prior to arrival to receive a full refund less the 12% non-refundable deposit already paid. After 28 days prior to arrival no refunds will be received.

Final numbers can be adjusted, up to 7 days prior to arrival date. Increases are subject to availability and will be charged at the current applicable rate. Should the number in the group or nights of stay drop below the original booking, refunds will be as detailed in the cancellation conditions below. The rate may also be reviewed at Euro Hostels discretion.

If any of your group fail to arrive, without notification, on the arrival date then the bed will automatically be charged as a non-arrival for all nights of the stay and there will be no refunds.

If the group falls below our minimum group level of 6 guests due to cancellations or non-arrival then Euro Hostel Ltd will withdraw any group discounts and then the current advertised rate on Euro Hostels website will be applied to the booking.

In the event you wish to cancel your booking the following conditions apply to the total value of your group reservation:

More than 28 days prior to arrival - Full Refund (excluding deposit)

From 28 days prior to arrival - 100% Cancellation charge will apply

Check-in/out and In-House Groups

Check-in time is anytime after 3pm on the date of arrival. An early check-in from 11.00am is available at a fixed rate supplement, subject to availability.

Check-out time is anytime before 10.30am on the date of departure. A late check-out up to 2.00pm is available at a fixed rate supplement, subject to availability.

All International guests without a UK address will have to provide photo identification in the form of a passport, driving license or European ID Card. All guests will be required to sign a rooming list on arrival which will state they agree to the Euro Hostel Terms & Conditions of stay as displayed at reception.

Group reservations will be asked to deposit a security bond on arrival in cash. This amount will be calculated at £30 per person in the group and will be held for the duration of the stay. These deposits are fully refundable on check-out should all rooms and property be in an acceptable condition. On arrival any room defects should be reported to the Duty Manager. The security bond must be organised before arrival by yourself as the group leader, we won't accept individual payments from each member of the party on check in. This is to speed up the efficiency of check-in for yourselves and to not slow down check-in for any other guests waiting. The bond is held against the whole group and not individual rooms, therefore if there were any damages/noise complaints or smoking from any one room in the party the money from the bond would go towards any payments for damages / noise invocations or cleaning charges.

There will be a charge of £1.00 per room key-card that is not returned at check-out. This can be charged to the provided credit card or paid in cash.

Room damage will be charged at the current rate for replacement of property or repair to property, the monies will be taken using the security authorisations agreed on arrival. Any amounts that are over and above the deposit paid will also be deducted from the credit or debit card provided.

During your group's stay the Duty Manager nominated by Euro Hostels Ltd

reserves the right to inspect any rooms occupied by your group without notice. Supervision from your group leader will be requested but in the event this is not possible then two representatives from Euro Hostels Ltd will carry out the inspection unsupervised.

Should any guests within a group reservation be found to have non-paying guests in their room, the group leader will be responsible for payment of the extra accommodation requirements, failure to pay for non-registered guests may result in the whole group reservation being terminated without refund.

Should any group members become unruly resulting in complaints from other guests, Euro Hostels Ltd reserve the right to cancel the group reservation which will result in early eviction from the property without any monies refunded.

It is illegal to smoke in any of our buildings and Euro Hostels Ltd operates a zero-tolerance smoking policy. Any member or members of a group reservation found to be smoking within the property will have their ongoing reservation cancelled and asked to leave with no monies refunded. The Duty Manager also reserves the right to apply charges to the individual or group leader for any additional charges due to smoking within the hostel accommodation. Failure to adhere to these conditions will result in the police being notified and criminal charges being brought against the individual(s) concerned.

Any member(s) of a group reservation found to be in possession of any illegal substances will be reported to the police and a possible conviction may result. Immediate eviction from the hostel and life time ban will also be applied to the guest concerned.

Payment

Euro Hostels Ltd will accept the following methods of payment:

Cash

Sterling Currency Only

Cheque

Personal or Company Cheques accepted. Cheques must be

Received 5 days prior to deposit or full payment due date.

Cheques should be made payable to **Euro Hostels** Ltd and posted along with a note clearly stating the name of the group reservation and the reference number

**Credit or Debit Cards**

Visa, MasterCard, Maestro, Solo, Delta or Electron

Diners Card or American Express will not be accepted

Bank Transfer

Barclays, 1 St Andrew Square

Edinburgh, EH2 2BD.

Branch Sort Code – 20 29 49

Account Number – 03864960

IBANNumber – GB86BARC20294903864960

BIC Number/Swift Code – BARCGB22

All Bank Transfers must be paid in GBP. Please state your booking reference on the bank transfer mandate.

Contact

Any mailed correspondence should be forwarded to the following address quoting you're booking name and reference number:

Euro Hostel Newcastle
17 Carliol Square
Newcastle Upon Tyne
NE1 6UQ

Telephone - 08454 900 371

Fax - 08454 900 372

E-Mail - newcastle@eurohostels.co.uk Website - www.eurohostels.co.uk

VAT Number - 100 1133 10