

Any all-male or all-female groups are required to inform us prior to making a reservation. 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. By accepting these Terms and Conditions you are assuring us that you are a) Not a single-sex group or b) You have received an email from our reservations team permitting your single-sex group reservation.

A reservation or enquiry remains as 'provisional' only until Euro Hostels Ltd has received 12% of the total booking fee as a deposit. This deposit is non-refundable and only after receipt of this deposit does the reservation become subject to our terms and conditions, including the cancellation policy. Euro Hostels Ltd reserves the right to cancel any 'provisional' bookings, at any time and without reason or recourse.

After receipt of the deposit, as outlined above, the booking becomes 'guaranteed'. Except in the case of group bookings (over 6 persons), all outstanding fees for accommodation must be paid at check-in on arrival date of the booking. In the case of a group booking, all outstanding fees must be paid, and cleared, not less than 28 days prior to arrival date.

The 12% deposit paid either via the Euro Web booking engine, one of our affiliate web sites, telephone and credit card, direct deposit or cheque is non-refundable.

Check-in time is on, or anytime after, 3 p.m. on the date of arrival and check-out time is on, or before, 10.30 a.m. on the date of departure. Early check in and late check out are available for purchase on a per person basis. We recommend prebooking these options.

All guests may be required to provide appropriate photo identification at check-in and to complete and sign a guest registration form that also states that he/she has read, understands and will abide by these Terms and Conditions.

Euro Hostels Ltd retains the right, at the Duty Manager's discretion, to charge a Room Security deposit of up to £200.00 for any group booking (over 6 persons) made under these terms and conditions.

**EH! Liverpool** – At Euro Hostel Liverpool every private room (regardless of the number of guests) booked will be subject to pre-authorisation on a credit or debit card on arrival. This authorised deposit is fully refundable on departure should all rooms and property be in an acceptable manner. On arrival any room defects should be reported to the Duty Manager.

The Duty Manager may, at his/her discretion, carry out a room inspection of all rooms to determine that no malicious or accidental damage has occurred. Should any damage be found, the guest or group shall be charged accordingly, and the

guest or group booking may be terminated at the Duty Manager's discretion with no refund of monies paid.

Should any guest or group be found to have non-paying persons staying in their room(s), the guest or group shall be charged for the extra persons and the on-going booking may be, at the

Duty Manager's discretion, terminated with no refund of monies paid.

Should a guest or group become unruly in any manner resulting in complaints or, at the Duty Manager's discretion, disturbing other guests, Euro Hostel retains the right to terminate the agreement resulting in eviction with no refund of monies paid.

All areas within Euro Hostels are designated No Smoking and No Pets Allowed, excepting of course registered guide dogs. Smoking, in any area of the hostel, is a serious offence and will be treated as such, possibly resulting in the eviction of anyone breaking this regulation.

Illegal substances of any kind will not be tolerated and will result in the eviction, and possible prosecution, of the offending party.

Euro Hostels Ltd retains the right to refuse entry to the building of any persons that are clearly under the influence of illegal drugs or excessive alcohol.

## **Cancellations and Amendments**

- Euro Hostel Glasgow, Euro Hostel Liverpool & Euro Hostel Newcastle:

Amendments can be made up to 24 hours prior to the day of arrival depending upon the nature of the change and availability.

Should you, for any reason, wish to cancel your booking, please advise us as soon as possible, and not later than 24 hours prior to the day of arrival. Should your cancellation be within the 24-hour period, the full amount for the first nights stay shall be charged to the provided credit card by Euro Hostels Ltd. Should we be advised prior to the 24 hour cut-off period, only the 12% of total fee deposit shall be retained by Euro Hostels Ltd. This fee shall be retained to cover administration costs.

Should any, or all, guests not arrive on the booked date of arrival, Euro Hostels Ltd will charge for the full amount of the first nights accommodation for non-arriving guests and the remainder of the booking will be cancelled.

- Euro Hostel Edinburgh Halls:

Amendments can be made up to 72 hours prior to the day of arrival depending upon the nature of the change and availability.

Should you, for any reason, wish to cancel your booking, please advise us as soon as possible, and not later than 72 hours prior to the day of arrival. Should your cancellation be within the 72-hour period, the full amount for the first nights stay shall be charged to the provided credit card by Euro Hostels Ltd. Should we be advised prior to the 72 hour cut-off period, only the 12% of total fee deposit shall be retained by Euro Hostels Ltd. This fee shall be retained to cover administration costs.

Should any, or all, guests not arrive on the booked date of arrival, Euro Hostels Ltd will charge for the full amount of the first nights accommodation for non-arriving guests and the remainder of the booking will be cancelled.

### **Payments**

Methods of payment: Cash, Credit Card, Cheque via pre clearance only (with receipt required a minimum of 7 days prior to date of arrival).

### **Credit/Debit Cards accepted**

Visa Credit, Visa Debit, MasterCard, Maestro, Switch, Delta & Electron Personal and Company Cheques - must be received 7 working days prior to payment schedule to allow for funds to clear. Cheques are to be made payable to **Euro Hostels Ltd.**

### **Postal Address for all correspondence:**

Please specify city of property booked and Booking Reference Number.

Euro Hostels Ltd  
318 Clyde Street  
Glasgow  
G1 4NR

### ***Special offers Terms & Conditions:***

*Super Rates are subject to availability*

*MATES, STUDENT, FACEBOOK, GIG & SPORT discount only available online through eurohostels.co.uk*

*Not valid in Edinburgh during August*

*This promotion cannot be used in conjunction with any other offer or discount*

*Our standard terms and conditions still apply PLUS you will be charged 100% of the booking value at the time of booking. No refunds or changes are permitted.*



EURO HOSTEL

# GROUP TERMS AND CONDITIONS