



## Bookings Terms and Conditions

Wooler Youth Hostel and Shepherd's Huts is owned by Glendale Gateway Trust, whose registered office is at Cheviot Centre, 12 Padgepool Place, Wooler, Northumberland NE71 6BL (registered company number 3208721, registered charity number 1059761) and referred to in these terms and conditions as 'WHA', 'we' or 'us'.

### 1. Making a Booking

- 1.1 All Bookings are subject to acceptance by us which will be confirmed to you by e-mail. The Contract between us will only be formed when we send you this confirmation. All Bookings are subject to availability and WYH reserves the right to decline any Booking at its discretion. If a Booking needs to be amended this must be agreed between an authorised representative of WYH and you.
- 1.2 Bookings to stay at WYH can be made on the our website at [www.wooler.org.uk](http://www.wooler.org.uk) or by telephoning the WYH on 01668 281365
- 1.3 By making a Booking you are authorising that you are legally capable of entering into a binding contract and that the information you have provided as part of your Booking is correct. An individual making a Booking on behalf of other people must have 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 accept these conditions and their liabilities for payment.

### 2. Payment

- 2.1 Payments shall be made in the way we agree with you when you make a booking. Payments are accepted either by credit / debit card.
- 2.2 In order for us to confirm your Booking or purchase you must pay us the appropriate sum, as set out below:

#### Individual Bookings

- 3.2.1 Full payment is required when you request a Booking

#### Group Bookings

- 3.2.2 For Group Bookings made more than six months in advance of your arrival date a deposit of 25% of the full cost of the booking is required at the time of booking. The balance must be paid in full at least 8 weeks before the date of your arrival;

**3.2.3** For Group Bookings 8 weeks or less in advance of the date of your arrival full payment is required at the time of booking.

#### **Purchases of other services or products**

**3.2.5** For purchases of all other services or products full payment is required at the time of purchase.

**3.3** Deposits payable under clause 3.2 are non-refundable except in the circumstances set out in clauses 6 and 7.

### **4. Group Bookings**

**4.1** Groups are defined as being an organised official group having a constitution or memorandum and articles and comprising of 10 or more people. If such Groups choose to book through the website they will be subject to non-Group terms and conditions and will have to make full payment at the time of booking.

**4.** 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. If any Group is given sole use of WYH we shall not offer for sale to the general public for the agreed dates.

### **5. If you change your Booking**

#### **Individual and Family Bookings**

**5.1** Changes requested from the date your Booking is accepted will be treated as cancellations (see clause 6 below).

#### **Group Booking**

**5.2** If, less than 6 months before your arrival date, you wish to change a Group Booking, such a change shall be treated as a cancellation and shall be subject to our standard refund policy (see clause 6.4).

**5.3** A Group Booking can decrease its numbers once by up to 10% up to 28 days before arrival. Thereafter any additional decreases in Group numbers will not be accepted and full payment will be due on the group size at that point in time.

### **6. If you cancel your Booking - our refund policy**

**6.1** All Booking cancellations are subject to the refund policy, contained below.

**6.2** All refunds are calculated according to the time between notification of the cancellation being received by WYH and the time of the first night of your stay. The first night of your stay is defined as starting at 12noon.

### 6.3 Individual bookings – please call the hostel to cancel your booking.

	<b>Cancellation of the whole Booking</b>
<b>24 hours or more notice</b>	We will refund 90% of the total Booking.
<b>Less than 24 hours notice</b>	We will refund the total Booking less the full cost of the first night's stay including any meals and any other services already booked.
<b>No Show of whole or part of people booked</b>	No refund

**6.4 Group Bookings** Refund policy where less than 56 days' notice is given are set out on the sliding scale below. This is based on the total cost of your stay.

No. of days	<b>Cancellation of the whole Booking</b>
more than 56 days	Varies according to the Booking - see clause 6.5
55 - 42 days	We will refund 70% of the total cost of your stay
41 - 28 days	We will refund 40% of the total cost of your stay
27 - 15 days	We will refund 10% of the total cost of your stay
14 days or less	No refund

**6.6 Payment of refund** You can apply for a refund by email or phone. Please give details of the booking and the reason for the cancellation. We will confirm to you the amount of refund applicable.

### 7. If we change your Booking

In the unlikely event it becomes necessary to change your Booking, in total or in part, WHA will inform you as soon as is reasonably possible of any necessary changes. You will have the choice of: accepting the changed arrangements or accepting a changed date.

## **8. Delay or Failure to Perform**

We will not be liable to you if we are prevented or delayed in the performing of any of our obligations to you if this is 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; any form of government intervention; a third party act or omission; failure by you to give us a correct delivery address or notify us of any change of address.

## **9. Our liability to you**

**9.1** WHA will ensure that the accommodation and /or other services you order from us are provided in accordance with these terms and conditions and shall be provided by us with reasonable skill and care.

## **10. Behaviour**

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 WHA premises.

## **11. Your Information**

We will only store and use the information you supply to us for the purposes of carrying out our Contract with you and to collect valuable feedback about how satisfied you were with the services provided. If you do not wish to receive requests for your feedback, or notification of special offers or events please let us know by: emailing us at [wooler@yha.org.uk](mailto:wooler@yha.org.uk); or telephoning us on 01668 281365.