

Group Terms and Conditions



Reservations

A Group is classified as a party of 10 guests or more.

A group reservation remains provisional until a 10% non refundable deposit of the total booking value has been received by Euro Hostels Ltd. A Group Contract should also be signed by you and a representative of Euro Hostel at this stage, a copy will be forwarded to you. Once this deposit and Group Contract have 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 14 days.

Once the deposit is received a receipt will be forwarded to you, the remaining 90% of the payment 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. A pro forma invoice will be forwarded to you 35 days prior to your group arrival.

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, within 1 week, then the group reservation will be cancelled and the 10% 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 will apply and the rate quoted will be reviewed at Euro Hostels discretion.

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:

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
Above 40 youths	-	Agree levels direct with hostel management

Cancellations

Any cancellation from the group must be notified at least 28 days prior to arrival to receive a full refund less the 10% non refundable deposit already paid.

Final numbers can be adjusted, up or down, up to 7 days prior to arrival date. Increases are subject to availability and will be charged at the rate applicable to the rest of the group. 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.

If the group falls below our minimum group level of 10 guests due to cancellations or non-arrival then Euro Hostel Ltd will withdraw the applied group discount and then the standard 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)
Within 3-4 weeks	-	25% Cancellation charge will apply
Within 2-3 weeks	-	50% Cancellation charge will apply
Within 1-2 weeks	-	75% Cancellation charge will apply
Within 1 week	-	100% Cancellation charge will apply

Check-in/out and In-House Groups

Check-in time is on from 3pm on the date of arrival. An early check-in from 11.30am is available at a fixed rate supplement, subject to availability.

Check-out time is before 11am on the date of departure. A late check-out up to 2.30pm 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 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 displayed at reception.

A key deposit of £20 per set of keys issued will be charged at check-in. This will be refunded, on return of all keys, at check-out. The deposit can be paid as either a credit card authorisation or as cash.

All Group Reservations are asked to authorise a security bond on arrival; this amount per person will be charged to a Credit or Debit card on check-in. The amount per person will be stated on your Group Contract. This authorised deposit is fully refundable on check-out should all rooms and property be in an acceptable manner. On arrival any room defects should be reported to the Duty Manager.

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 authorisation that was charged on arrival.

During your groups 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 then Euro Hostels Ltd reserve the right to cancel the group reservation which will result in early eviction from the property without any monies refunded.

Euro Hostels Ltd operates a zero tolerance to smoking. 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 using/dealing illegal substances will be reported to the police and possible conviction. 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 date. Cheques should be made payable to Euro Hostels Ltd |
| Credit or Debit Cards | - | Visa, MasterCard, Maestro, Solo, Delta or Electron |
| | - | Diners or American Express will not be accepted |
| Bank Transfer | - | Lloyds TSB, Edinburgh Commercial, 28 Hanover Street, Edinburgh, EH2 2DS.
Branch Sort Code – 30 25 81
Account Number – 00475451
IBAN Number – GB55T5BS30258100475451
BIC Number/Swift Code – TSBSGB21274
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 Halls
Garth Heads
Off Melbourne Street
Newcastle Upon Tyne
NE1 2JE

Telephone	-	08454 900 371
Facsimile	-	08454 900 372
E-Mail	-	newcastle@euro-hostels.co.uk
Website	-	www.euro-hostels.co.uk