

By The Way Hostel

Terms and Conditions

1) Bookings

- a) By Phone: Please call on 01838-400333 to check availability and make a secure booking.
- b) By email: Please email us at info@TyndrumByTheWay.com with your requirements. We will reply as soon as possible, usually within 24 hours.

2) Reservations

- a) By The Way requires a credit or debit card number to be used for security purposes, or cheque payment for the full amount, to secure the booking.
- b) A provisional booking will be held for 3 days in good faith. After that Credit/Debit Card details or cheque/cash deposit will be required to confirm the booking.

3) Cancellation Policy

- a) If you wish to cancel, please do this as soon as possible.
- b) We require that you cancel your booking no less than 48 hours before the arrival date
- c) If you cancel within 48 hours of the arrival date you will be liable for the first nights accommodation for each member of your party.

4) Group Payment Policy

- a) A group is considered to be a party of 8 or more.
- b) By The Way requires a deposit of 25% at the time of booking and the balance to be paid in full, 2 weeks prior to arrival. Please call us for payment details.

5) Booking changes

- a) Bookings may be changed, subject to availability provided at least 48 hours notice is given.

6) Arrivals/departures

- a) Our check in time is 2.30 pm onwards.
- b) Check out time is anytime before 10.00 am
- c) If you wish to arrive earlier or depart later please call us to arrange this.
- d) Early check in / late departure is not guaranteed; however every effort will be made to accommodate your request.
- e) A fee of £10.00 may apply for any guest who checks out after 10.00 am without prior arrangement to do so.
- f) Guests are expected to leave their room and the hostel in an acceptable state (clean and tidy with all rubbish placed in the appropriate bins). If rooms are left in a condition not deemed to be appropriate by the management an extra cleaning fee may be charged (Minimum £5.00).

7) Smoking Policy

- a) Smoking is not allowed in any part of By The Way Hostel.
- b) Management reserve the right to impose a maximum fine of £50.00 for non-compliance. Your credit card will be charged accordingly if anyone in your party smokes in your room.

8) Guest behaviour

- a) It is the responsibility of each guest to ensure that his/her behaviour does not detrimentally affect the safety, comfort and enjoyment of other guests and the local residents of Tyndrum.
- b) Management has the right to remove guests from the premises if their behaviour is deemed inappropriate; in these circumstances no refunds will be given.
- c) We require that if you use equipment from the self-catering kitchen, you wash, dry and put away any items that you use.
- d) Please do not take other peoples food; this is viewed as stealing.

9) Age Policy

- a) Please note that anyone under the age of 18 who wishes to stay at By The Way must be accompanied by a responsible adult (over 18).
- b) Under 18's will not be permitted to drink alcohol on the premises.
- c) Proof of age may be required for guests to consume alcohol on the premises.
- d) There is no upper age limit for guests.

10) By The Way Hostel Property

- a) Room keys are available for a deposit of £5 or a Passport or Identity Card.
- b) Room keys remain the property of By The Way Hostel and must be handed in when checking out.
- c) Books and Games in the Common Room which are the property of By The Way should not be taken away. Please note that these are for the benefit of all guests, not the selfish pleasure of one.

11) Residents' Property

- a) By The Way Hostel does not accept liability for death, sickness or injury to any guest or for the damage to any guest property however sustained or caused.
- b) It is the responsibility of the guest to ensure that their belongings are secure at all times.
- c) Under the Hotel Proprietor Act, 1956, a hotel proprietor may in certain circumstances be liable to make good any loss or damage to a guest's property even though it was not due to any fault of the proprietor or staff of the hostel
- d) This liability however:
 - i) Extends only to the property of guests who have engaged sleeping accommodation at the hostel;
 - ii) Is limited to £50.00 for anyone article and a total of £100.00 in the case of any one guest, except in the case of property which has been deposited, or offered for deposit, for safe custody;
 - iii) Does not cover motor cars or other vehicles of any kind or other property left in them or horses or other live animals.
- e) This statement does not include an admission either that the Act applies to this hostel or that liability thereunder attaches to the proprietor of this hostel in any particular case

12) Residents' Guests

- a) By The Way Hostel is operated on a residents only basis for the security and comfort of our resident guests.
- b) Residents are discouraged from inviting non residents into the Hostel, but may do so with the permission of the Manager/ Duty Manager.
- c) Non resident guests must leave the building by 10.30 pm.

13) Force Majeure

- a) By The Way Hostel cannot accept any liability where the booking could not be fulfilled due to circumstances which we could not, not even with due care, have foreseen or avoided.
- b) Events may include but are not limited to war, threat of war, civil commotion or strife, hostilities, strikes or other industrial dispute, natural disaster, act of god, terrorist activities, technical problems with transportation, closures of airports, ports and/or ferries, quarantine, epidemics, weather conditions, government action or other events outside our control.

Please Note: Guests:

By making a reservation and checking into By The Way Hostel you are agreeing to be bound by the above terms and conditions.