



## TERMS & CONDITIONS (COTE GHYLL MILL YOUTH HOSTEL)

### BOOKINGS

Bookings can be made online at [www.coteghyll.com](http://www.coteghyll.com), over the phone on 01609 883425 or via email to [mill@coteghyll.com](mailto:mill@coteghyll.com)

Bookings are accepted/declined at our discretion.

### FAMILIES & INDIVIDUALS BOOKINGS

Full payment is required at the time of making the booking.

#### Payment methods

Payment can be made by cash, debit/credit card (0.5% charge on debit cards for amounts over £100, 3% charge on credit cards) or online at [www.coteghyll.com](http://www.coteghyll.com). Our preferred payment method for large amounts is by bank transfer or BACS. Please contact us for details when booking.

#### Cancellation Policy (for Families and Individuals):-

If you cancel with minimum 7 days notice, we will refund 90% of the amount which has been paid to us. If you cancel with less than 7 days notice, there will be no refund.

### GROUPS & EXCLUSIVE HIRE BOOKINGS

#### What is a group?

Groups are defined as being an organised official group having a constitution or memorandum and comprising of 16 people or more.

Group booking will have a nominated group leader, who is responsible for making and overseeing the booking, including financial and legal responsibility.

Group leaders accompanying the Group are responsible for the discipline and behaviour of their Group. We offer 1 free leader place for every 10 paying members of the group for full board bookings (dinner, breakfast and packed lunch).

#### Payment Terms

The amounts differ depending on booking and arrival dates.

1. If you book 6 months or more before arrival:-
  - 10% of the total cost to be paid on booking.
  - 15% of the total cost to be paid 6 months before arrival date.75% or remaining balance is due 2 months before arrival.
2. If you book between 2 to 6 months of the arrival date:-
  - 25% of the total cost to be paid on booking.
  - 75% or remaining balance is due 2 months before arrival.
3. If you book within 2 months of the arrival date:-
  - 100% (Full Payment) will be required on booking.

Your first payment will confirm acceptance of these Group/Exclusive Hire booking terms and conditions.

#### Payment Methods

Payment can be made by:-

Cheque – payable Osmotherley Hostel

Card payment – please phone 01609 883425 (3% charge applies to credit cards, 0.5% charge applies to debit cards for amounts over £100).

BACS/direct bank transfer to:

- Bank: Barclays Bank



- Sort Code: 20-61-46
- Account number: 13548902
- Account name: Osmotherley YHA
- Reference: the organisers surname & arrival date

Please notify us by email if you are making a BACS payment with the date of payment, arrival date, amount of payment and group name: [mill@coteghyll.com](mailto:mill@coteghyll.com)

Cancellation Policy (for Groups & Exclusive Hire bookings):-

- Changes to Numbers – a Group Booking can decrease in guest numbers by up to 10% up to 2 weeks before arrival without incurring a cancellation fee. Thereafter any additional decreases in Group numbers will be considered a cancellation with no refund due.

- Cancellation of group/exclusive hire reservations will be subject to a cancellation charge as follows:

If you cancel with minimum 8 weeks notice, only your deposit will be retained.

If you cancel with 7 – 8 weeks notice, 30% of the cost of your stay will be retained. If you cancel with 4 – 7 weeks notice, 60% of the cost of your stay will be retained.

If you cancel with 2 – 4 weeks notice, 90% of the cost of your stay will be retained.

If you cancel with 2 weeks or less notice, 100% of the cost of your stay will be retained.

Group Leader responsibilities - As a group leader making a group booking you are also accepting responsibility for the behaviour of all participants. There should be at least one responsible adult on duty at all times, this is in order to ensure all participants behave according to Cote Ghyll policy.

Alcohol

Guests are NOT permitted to bring their own alcohol. We are fully licensed and sell a good selection of beers and wines.

Visitors

All Cote Ghyll Terms & Conditions and Site Rules apply to visitors.

BBQ/fires/dangerous items

BBQ/fires are generally not allowed. There may be some exceptions but only with prior agreement from the Hostel Manager.

The use of candles, incense burners, flammable liquids/gases, fireworks, camping stoves and firearms is strictly prohibited.

Valid ID Required

We work hard to create a safe and welcoming atmosphere for all of our guests. To assist with this you may be asked to provide valid ID on arrival. We reserve the right to ask for ID from any guest on check in. We reserve the right to refuse accommodation at our discretion.

Acceptable forms of ID to include passport, identity card, approved photo ID cards, driving licence, student ID card or credit cards that match the name on the booking.

YHA membership

If you are claiming a YHA membership discount, all guests will need to provide their YHA membership card at check in to be able to authorise the discount. Sorry, but for those guests who cannot provide



their YHA membership card on check-in they (and any persons connected to that card) will not qualify for any YHA discount.

#### Holiday Insurance

We recommend you take out holiday insurance.

We reserve the right to repossess the building or ask a group to leave if their behaviour is unacceptable to us or our neighbours. No refund will be given.

#### COMPLAINTS

We make every effort to make your stay as pleasant and as comfortable as possible. However, if you feel you have a reason to complain about your holiday, please inform us during your stay so we can take the appropriate action. We cannot help you if we do not know about your complaint. If you do not report your complaint until after your departure, you accept that it will make it harder to investigate or rectify your complaint after your stay has ended.

#### DATA PROTECTION

By making a booking, you agree that we may store and use your information as required to complete your booking and allow you to stay. We may also use your information to contact you from time to time to inform you of our services. Please advise us by email if you do not want this kind of communication – [mill@coteghyll.com](mailto:mill@coteghyll.com).

#### GENERAL

By making a payment or entering onto Cote Ghyll property you agree to abide by the Site Rules and these Terms and Conditions.

We reserve the right to ask any persons not observing the Terms & Conditions or Site Rules or creating a nuisance, to leave Cote Ghyll without refund.

All customers, guests and visitors enter the Park at their own risk. The Park does not accept any responsibility for any personal injury, inconvenience, loss of property or damage to property caused outside the reasonable control of the Park owner which may occur when in use, in transit, in storage or when staying at Cote Ghyll.

The Site Rules and Terms and Conditions may change from time to time at our discretion.