



## GROUP TERMS & CONDITIONS

### Making a booking

Please make a group booking over the phone or by email, rather than online. You can reach us on 01736 791664, email [hello@stayatcohort.co.uk](mailto:hello@stayatcohort.co.uk) or send us a message.

### To secure a booking

When you make a booking you will be asked to pay 50% of the total amount due as a deposit, this is non-refundable in the event of a cancellation.

### Cancelling a booking

Should you wish to cancel a booking you can do so up to 30 days prior to the arrival date with no additional charges. Should you cancel less than 30 days before arrival 100% of the booking will be due.

### Paying for your stay

100% is due at least 14 days before arrival.

We will accept payment by card (see below), bank transfer (BACS) or cheque.

### Bond deposit

On arrival we will ask for card details which will be held as a bond against accidents, loss of key cards or damages until your departure; no money will be taken unless deemed necessary. If you do not have card details to give us then £20 cash deposit per person will be required. This will be signed for and handed back to you on departure.

### Cards and card charges

We accept Visa (debit & credit), MasterCard (debit & credit), Switch and Maestro cards. We do not accept AmEx or Diners cards.

There is a 2% administration charge for payments by credit card of over £300

### Nominated person

We will require full contact details (including a mobile number) of a nominated person who will be the person we will deal with for all questions and queries prior to arrival and during the group's stay.

### Age requirement

We welcome kids over the age of 3 years old at the hostel.

Any children under 10 years old must be in a room with only members of their party. Please do not book younger guests into a room where guests not of your party might be staying.

If anyone in a group is under 16 years old there must be an adult over the age of 21 accompanying the group.

### Photo ID

We will require each person who stays with us to have some form of photographic ID (e.g. driving license, passport, etc.) if they wish to use the bar during their stay.

### Stag & hen groups

We do not accept stag & hen groups of any size or under any circumstances. If it transpires that a group have booked in and not declared that they are a stag or hen party a fine of £500 will be due.