



Terms & Conditions

In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

"Arrival Date" means the date on which the Customer's stay at the hostel is due to commence, as per the Booking Details.

"Booking" means the reservation by the Customer of accommodation and any other products and services detailed in the Booking which is accepted by Cohort Hostel.

"Booking Details" means the details of the Booking including the number of Guests, the number of rooms required, the duration of the Guests' stay at the Hostel and any other products and/or services to be included in the Booking.

"Charges" means the charges payable by the Customer in connection with the Booking.

"Contract" means the contract between the Customer and Cohort Hostel in relation to the Booking.

"Customer" means person who makes the Booking.

"Cohort" means Cohort Hostel.

"Guests" means the Customer and any third parties they invite to the Hostel in connection with the Booking

"Hostel" means the hostel owned and operated by Cohort Hostel.

Booking Deposit

Cohort Hostel requires the first night's accommodation for each bed space as a deposit to secure a booking. This deposit is charged at the time of booking and is **non-refundable**. The remainder is due on arrival and no key card will be issued until the balance has been paid.

All deposits will require a credit/debit card. These card details are entered encrypted into our secure booking system to which access is restricted. A full card policy is available on request.

Cancellations, late cancellations and no-shows

The customer may cancel the booking without further charge if notice is given to Cohort Hostel at least 24 hours prior to 12.00 hours (local time) on the arrival date.

In the event of a no-show or failure to cancel the booking by this time we reserve the right to charge the credit/debit card that was used to make the initial booking the full cost of the stay without notification. We will endeavour to inform the card holder by email or phone about the charges we have made.

If you choose to pay your balance in full in advance of your stay with us please be sure you are confident of the booking. Once paid in full we will not offer a refund in the event of a cancellation or if you reduce your stay.

In all instances the accommodation booking deposit is non-refundable.

Booking amendments

You can make amendments to your booking at any point up until Midday the day before the booked arrival date.

Once you have arrived at Cohort and paid the balance of your booking in full there will be no refunds if you decide to shorten your stay. Please be sure of the dates you would like to stay before paying in full.

If you would like to extend your booking please tell us as soon as you can to make sure we can fit you in. In some instances it may be necessary for you to change rooms although we will do our best to avoid this.

We do not allow open ended bookings. If you need to amend the dates of your booking you will need to know what dates you would like to change them to otherwise we will treat it as a cancellation and you will lose your deposit. You can move your booking to another date within the following 3 months or up until 31st October of that year.

Amending the dates of your booking is subject to availability. We are pretty flexible and will change it if we can but if the dates you require aren't available and you need to cancel there will be no refund of your booking deposit.

Online Bookings

The quickest and easiest way to make a booking at Cohort Hostel is via our online booking system. Once a booking has been made you will receive a confirmation email; if you do not receive this email it may be that your booking hasn't gone through and you should contact us after checking your spam folder.

Telephone bookings

If you have questions or would prefer to book over the telephone then please call our reception between the hours of 8am – 10pm. Please have handy a valid credit/debit card for the booking deposit. A confirmation email will be sent to you; if you do not receive this email it may be that your booking hasn't gone through and you should contact us after checking your spam folder.

Bookings made via third party

When you book via a third party you are subject to their pricing, terms and conditions and data privacy policy.

HostelWorld

Any booking made through HostelWorld will be charged a deposit which may or may not be refundable. This deposit is taken by HostelWorld and not by Cohort Hostel and any queries regarding this deposit should be made to HostelWorld. The final balance of the booking is due on arrival at Cohort.

Should you cancel the first night of your stay will be charged less the 15% deposit you have already paid. Should the full cost of your stay be charged due to a no-show or late cancellation the full amount of the stay will be charged less the 15% deposit you have already paid.

Booking.com

When making a booking via Booking.com a valid credit card must be used; if the credit card is not valid you will receive an email asking you to update your card details, if this isn't done within the required time the booking may be cancelled.

The payment card used to secure the booking will be pre-authorized for the cost of the first night but no payment will be captured at this stage and full payment will be due on arrival.

Should you cancel your card will be charged the cost of the first night. The full cost of your stay will be charged in the event of a no-show or late cancellation.

Pre-paid bookings are subject to these same terms and conditions.

Expedia

When making a booking via Expedia a valid credit card must be used; if the credit card is not valid you will receive an email asking you to update your card details, if this isn't done within the required time the booking may be cancelled.

The payment card used to secure the booking will be pre-authorized for the cost of the first night but no payment will be captured at this stage and full payment will be due on arrival.

Should you cancel your card will be charged the cost of the first night. The full cost of your stay will be charged in the event of a no-show or late cancellation.

Pre-paid bookings are subject to these same terms and conditions.

AirBnB

When making a booking via AirBnB all payments are dealt with by AirBnB and you will not be asked for any form of payment on arrival. In the event of a cancellation all requests for refunds should be made via the AirBnB resolution centre.

Making a payment

Under no circumstances should you send us any credit/debit card details by email. We will never ask for these details by email nor should you offer them. We accept all cards except American Express and Diners cards. We do not accept payment by cheque or postal order.

Payment charges

There are no charges added to credit cards either online or in person unless a single payment is over £300 in which case a 2% administration charge is levied.

If we need to amend your booking

We reserve the right to make changes to your booking. If we upgrade you we will do so without prior notification. If, on the rare occasion, we need you to move into a room of a lesser standing we will always contact you and give you back the difference in price. You will always have the choice to accept or refuse. If you refuse you will be offered a full refund for your stay.

Cohort may at any time cancel a Booking if the Hostel becomes unavailable due to circumstances outside Cohort Hostel's control. If this happens we will refund all monies paid including deposits.

Key cards

On arrival all guests will be given a key card which gives them access to their room and the building. If a key card is lost during your stay a £2 charge is made for a replacement. If a key card is not returned after your departure we reserve the right to charge your credit/debit card in your absence. We will endeavour to inform the card holder by email or phone of any charges we have made.

Cohort Hostel Rooms

Cohort Hostel will provide paying guests with clean, comfortable accommodation with bunk beds, mattresses, bedding, storage and linen. Each guest will also have their own individual bedside electrical sockets including a USB port and light. We do not provide towels however towels are available to hire from reception.

We expect guests to treat the rooms with respect and to leave them in the same state they were found. If you find any breakages in your room when you first arrive please report it immediately to reception to ensure you are not penalised. We reserve the right to charge guests or group leaders for breakages or damages to the rooms or communal areas.

Cohort Alcohol Policy

Cohort Hostel has a licensed bar on the premises. For this reason guests can only drink alcohol in the main lounge which was purchased at the hostel bar.

Guests can drink alcohol bought off the premises in the kitchen and courtyard. We do not allow alcohol to be drunk in the bedrooms.

We reserve the right to or refuse to check people in or exclude anyone from the premises whom we deem to be excessively drunk, disruptive or disorderly. This exclusion may be temporary or permanent. Either way **NO** refunds will be given and in the event of not checking someone in the full cost of the stay will be charged.

Guest behaviour

Cohort aims to provide a friendly, peaceful and secure environment for our guests. In return we expect our guests to be respectful towards our staff and building.

Anti-social behaviour

Any guest who is deemed threatening, intimidating, physically or verbally abusive or displays unacceptable or inappropriate behaviour will be asked to leave the building immediately. **NO** refunds will be given.

Out of reception hours (11pm – 8am)

Should overnight staff have to speak to you about noise disturbance during the above hours there will be a £25/person disruption charge levied. Cohort Hostel reserve the right to charge without notification the credit/debit card of the customer/s involved.

Should overnight staff have to speak to you about using the main lounge out of hours there will be a £25/person disruption charge levied. Cohort Hostel reserve the right to charge without notification the credit/debit card of the customer/s involved.

Illegal activities

If a guest partakes in any illegal activities they will be asked to leave the building immediately. **NO** refunds will be given.

Bringing non-residents into the hostel

If a guest brings non-residents into the building after 10pm they will be asked to leave the building immediately. **NO** refunds will be given.

Damages & breakages

All damages or breakages must be reported to a member of staff immediately. Whilst the hostel has been recently refurbished and its contents renewed we do understand items can break through wear and tear and through no fault of an individual. However when it is deemed a guest is responsible for intentional damage or breakages through their actions then Cohort Hostel reserve the right to charge without notification the credit/debit card of the guest the cost of replacing the damaged item. We will do our best to inform the cardholder in person, by email or phone of any charges we have made.

Human mess

If a guest leaves any human waste anywhere where it shouldn't be (i.e. not in the toilet) then Cohort Hostel reserve the right to charge without notification the credit/debit card of the

customer or their group party leader a standard **Cleaning Charge of £50**. We will endeavour to inform the card holder in person, by email or phone of any charges we have made.

In the event of having to replace fittings or furniture charges will also be made as per the 'damages & breakages' section of this policy.

Smoking

This is strictly a no-smoking property with designated outside smoking areas.

Any person found smoking in any non-designated part of the building will be asked to leave immediately. In the instance of temporary or permanent exclusion **NO** refunds will be given.

The Hostel is fitted with a sensitive fire detection system. Any person found to have triggered the alarm through smoking on the premises or disabling smoke detectors will be charged £250.

We reserve the right to charge your credit/debit card in your absence.

Age Policy

Cohort Hostel is a family friendly hostel and will accept families with children over the age of 3 years old.

To ensure we provide safe and suitable accommodation for everyone, children under the age of 16 must be accompanied by a person who is 21 years or older. Children at the age of 12 and over can stay in public dormitories if accompanied by an adult who they checked into the Hostel with.

Children under the age of 12 are not permitted to stay in public dormitory accommodation and should be booked into a private room.

Customers aged 16 or over may stay in any accommodation.

We reserve the right to refuse entry on arrival to anyone not adhering to these guidelines; if this is the case **NO refund** will be given.

Identification on arrival

We will require all guests staying with us to have some form of photographic ID (e.g. driving license, ID card, passport, etc.). This does not apply to children accompanied by adults.

We reserve the right to ask for ID from any guest on check in. We reserve the right to refuse accommodation at our discretion.

Any of the following is accepted by us as an appropriate form of ID:

Valid forms of ID for UK Residents:

- A current UK Passport
- A valid photographic Driver's Licence not older than 10 years old

- Services ID - Fire, Police, Ambulance, NHS or Armed Forces
- A Student Identity Card, from a UK university with a current admissions date
- A valid Bus UK Pass
- A Bank Card when accompanied by another card that has the individuals name embossed on it, or accompanied with a recent utility bill with a matching name and address to the booking.
- Any other UK government approved Photo identification.

We will ask for photographic identification from any person purchasing alcohol at our bar who our staff deem to look under the age of 25.

In order to satisfy the Immigration (Hotel) order we are required to see (and record) an identity document from any non-domestic guest staying at Cohort Hostel.

Valid forms of ID for non-UK Residents:

- A current Passport
- A current UK residence card
- A valid photographic Driver's Licence not older than 10 years old (EU only)
- A Student Identity Card, from a UK university with a current admissions date (EU only)
- Government Identification card (EU only)

Personal security and property

Cohort is a safe and secure hostel for our guests. With our key card entry system we are able to monitor access all day to every guest room and the building throughout the night. We have CCTV installed throughout the Hostel. A staff member is available 24 hours a day.

Cohort Hostel provides secure storage with each bed. A padlock is required which guests are asked to bring; alternatively padlocks can be bought or hired from reception. It is the responsibility of our guests to ensure their personal property is secure at all times. Cohort Hostel accepts no responsibility for any loss, theft or damage to personal property however caused.

WiFi access and website content

Cohort Hostel provides superfast broadband access via our WiFi server; this is password protected and free of charge at the point of arrival for the duration of the Customer's stay.

We reserve the right to permanently bar any device that Cohort staff deems to be abusing this facility such as using the network externally or viewing or downloading inappropriate or illegal material. In extreme cases we may report devices to the relevant authorities.

Data protection

In accordance with the Immigration (Hotel) order we will keep a record (name and nationality) of all guests who stay at Cohort Hostel for a minimum of 12 months. We are also obliged to keep

official ID numbers of all foreign guests. All personal information is securely stored in accordance with the data protection act. Please see our data privacy policy for details.

Complaints

If you would like to make a complaint against us or you feel we have not appropriately delivered a service to you which is in breach of these terms and conditions then please speak to us informally first to see if the issue can be resolved. If you do not feel able to, or feel your issue still hasn't been resolved after speaking with us then notify us in writing (by post or email) within 28 days of the alleged breach.

We will investigate the matter and will get back to you in writing within 14 days of receipt of your complaint.