



6 Bridgend, Callander, FK17 8AH
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Welcome to Callander Hostel

We're looking forward to welcoming you to Callander Hostel; we hope you enjoy your stay with us. Before you arrive, we want to make sure that you have all the information you need to make the most of your visit.

We've made various changes around our premises in response to the Covid-19 pandemic – you can find full details of these in the accompanying document.

Your Arrival

We're asking all guests to complete the guest registration form electronically prior to their arrival. Payment will be taken no later than the morning of your arrival, using the card details you provided. Your room will be available from 3pm onwards on your day of arrival – however, the building is only staffed until 8pm. We ask that you let us know your estimated arrival time and contact us on the day if you are running late. Once payment has been taken and you've completed your registration form, you will receive an email giving you two codes – one to gain entry to the hostel building via the front door and the second to allow you to retrieve your room keys from the secure keybox installed on your room door.

The Hostel

We have a private car park available for our guests to use, this is situated to the rear of the property. The entrance to the hostel is found at the front of the building and – if locked – can be accessed using the code you receive prior to arrival. All of our rooms are located upstairs. Upon entry, after passing through the reception area you will find the staircase on your right hand side (just before the door to the communal lounge). We have five bedrooms, each with its name on the door and a secure key box located outside. All rooms are en-suite with electronic showers, which must be switched on at the wall outside the bathroom. Bed linen is provided in all rooms.

The communal lounge and kitchen area can be accessed at any time, other than a brief period in the afternoon where it is closed for deep-cleaning.

During your Stay

Free WiFi ('Bridgend') is available throughout the building – the code for this is **Br1dg3nd**.

The hostel operates a No Smoking policy within the building, with a cleaning fee of £100 charged to anyone caught smoking in the premises. There is a private garden at the rear of the property that guests are free to make use of.

In the event of an emergency during the hours where the building is not staffed, a member of staff can be contacted using the Night Host number (+44 [0]7931 259084). Where required, the emergency services can be phoned on 999.

Callander has two supermarkets (Tesco and Co-op) located at either end of the main street. Both are within 5 minutes of the hostel, as are a variety of local cafés, pubs and restaurants. Callander also has a pharmacy, GP practice and dentist. Both supermarkets have ATMs, although the closest one to the hostel is outside the Bank of Scotland. We ask all our guests to be respectful of our local community, by following all government Covid-19 advice – please remember that face coverings are mandatory on public transport and in shops.

You can find out more information by visiting our website (www.cyp.org.uk/holidays) and browsing the 'Local Area' tab.

The following are some other useful websites for your stay:

- [Traveline Scotland](#) – a journey planner for all public transport in Scotland.
- [InCallander](#) – run by and for the local community, InCallander has up-to-date information about local restaurants and things to do.
- [WalkHighlands](#) – a great resource with details of many different walking routes in the local area.

Your Departure

Check-out is by 10am. We ask that you strip your beds and leave the linen in the allocated laundry bag in your room. If you hired a kitchen utensil pack, please leave this in your room as well. Once you're sure that all your belongings have been removed from your room, please leave your keys in the key box beside your room door.

We're always keen to hear about your stay and any improvements that you would like to suggest. Please feel free to speak to any member of staff or to contact us by email (bookings@callanderhostel.co.uk).