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## [Welcome to Callander Hostel & CYP Holidays](#)

We're looking forward to welcoming you; 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 ongoing pandemic – you can find full details of these in our dedicated Covid-19 document.

### **Your Arrival**

All guests are being asked to complete our guest registration form electronically, prior to their arrival. Payments are also taken prior to the arrival, with the schedule being dependent on the type of accommodation you've booked. **Glamping pod guests** will have been charged their initial 30% deposit at the time of booking and the remainder will have been paid 30 days prior to arrival. **Hostel guests** will have their payment taken 48 hours prior to arrival. Any cancellations are subject to the cancellation policy outlined in our [Terms & Conditions](#).

Your accommodation will be available from 3pm onwards on your day of arrival. However, the main building is only staffed until 8pm. We ask all guests to let us know their estimated arrival time and to contact us on the day if you're running late. You will receive (no later than the morning of your arrival) an email containing access codes for your accommodation. **Hostel guests** will receive two codes – one for the front door of the main building and another two access the keybox on their room door. **Pod guests** will receive a single code for the keybox at the entrance to their pod.

### **Our Site**

We have a private car park available for our guests to use – this is situated to the rear of the property. Each pod has an allocated car parking space beyond the far wall, whilst hostel guests can use any other available parking space. Between the main building and our glamping pods, guests will find a small garden area (with picnic tables) and a community garden (with covered polytunnel). All guests are welcome to make use of this area.

- **Main Building**

The hostel entrance is at the front of the building, by the road. Our reception is located here but is not open 24/7. All the hostel rooms are upstairs on the first floor, whilst the communal lounge and kitchen is downstairs – this area is only for use by hostel guests. Bed linen is provided in all of our accommodation and is included in the price. For guests staying in rooms where towels are not included, these can be hired at reception (or included into your original booking) for an additional charge.

- **Glamping Pods**

The glamping pods are at the rear of the property, looking out across the River Teith to Ben Ledi. Each pod comes with bed linen and towels provided, as well as a supply of basic kitchen utensils and toiletries.

## During your Stay

Free WiFi ('CYP Holidays') is available throughout the main building and in each of our pods – simply attempt to access the internet through your device and select 'Use Code'. The WiFi code is [glamping](#).

The hostel operates a No Smoking policy within all areas of our buildings, with a cleaning fee of £200 charged to anyone caught smoking in the premises. There is a private garden that guests are free to make use of.

In the event of an emergency/disturbance overnight, 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 (unless you are exempt).

You can find out more information by visiting our website ([www.cyp.org.uk/holidays](http://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. Once you're sure that all your belongings have been removed from your accommodation, 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@cyp.org.uk](mailto:bookings@cyp.org.uk)).