

Callander Youth Project Trust

Callander Hostel

6 Bridgend

Callander

FK17 8AH

Tel: 01877 330141

Email: bookings@cyp.org.uk

CYP Holidays

Terms and Conditions – Glamping Pods & Callander Hostel

CYP Holidays is a social enterprise run by Callander Youth Project Trust.

Our accommodation is for short-term recreational/leisure/tourism stays only. We trust that our customers will treat this venue with the respect it deserves.

COMMERCIAL VEHICLES, LORRIES AND VANS ARE NOT PERMITTED ON OUR SITE

Rules and Regulations - We want everyone to have an enjoyable and safe stay at CYP Holidays and ask that all customers adhere to our Terms & Conditions. The person whose name appears on the booking form is responsible for ensuring compliance with the conditions of booking by all members of their party, including any visitors. Anyone failing to do so may be asked to leave the site and will not receive recompense or a refund. No stag or hen parties allowed.

Accommodation – Under no circumstances should the number in your party exceed the number on the booking form or the capacity of the accommodation, as advertised. Pets, smoking, and open flames are not permitted inside the accommodation. A deep cleaning fee of £200 will be charged if there is an indication that a guest has been smoking or has had a pet on any of CYP Holidays' property. Only the heater supplied is permitted to be used. Please do not remove any equipment supplied with your accommodation. Cars can be parked in our private car park.

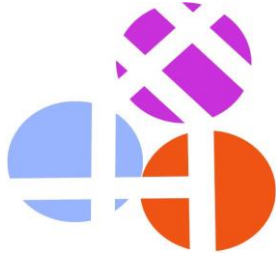
Payment and Cancellation – A deposit of 30% is required at time of booking for all **glamping pod guests** and the balance is due 30 day prior to arrival. Non payment will result in the pod being resold. Guest cancellation fee:

30 days or more prior to arrival - 100% refund

15 days – 29 day prior to arrival – 70% refund

15 days or less prior to arrival – No refund

Hostel room guests are required to confirm their room with a credit or debit card at the time of booking. These guests may cancel 48 hours prior to arrival without charge. Full payment for these guests' bookings will be taken 2 days prior to arrival and is non-refundable.



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Security/good housekeeping deposit – On the day of arrival, guests in our glamping pods will see a £50 housekeeping deposit being held on the credit or debit card (pre-authorisation) that was used for their booking. This will act as a bond to ensure that the lodges are left in the same condition they were hired in. The pre-authorisation fund is not held by us, the company who provide the credit card system or by the authorising bank. The pre-authorisation fund is held on customer's card by the client's issuing bank. Pre-authorisation is released by customer's issuing bank automatically, no more than 10 working days after the transaction date.

Pets - Pets are not permitted at CYP Holidays. Service animals are permitted for no additional charge, however we do ask that you inform us prior to your arrival.

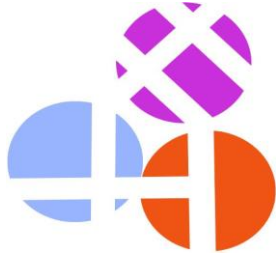
Arrival – You are welcome to arrive from 3pm. Detail of the check-in process will be sent you by email prior to your arrival. Your key can be retrieved from the key box at your pod or on your room door.

Duration of Stay - Customers are permitted to stay for a maximum of 14 nights. As this is a facility for short-term letting only, individuals will only be allowed to book back into the facility 7 days after their previous stay.

Departure - All Pods and rooms must be vacated by 10am, otherwise an additional night's hire fee may be charged. Keys must be returned to the pod/room key box. Should there be a breach of our Terms and Conditions or any damage to the Pods/rooms and/or hired equipment, the £50 security deposit will not be returned. No alternative dates will be given for departing nights early. If you intend to depart the site before 8am, please contact staff for alternative arrangements.

Open Fires and BBQs – Open fires and disposable BBQs are not permitted. Only Gas BBQs hired from the Hostel can be used at the Hostel Premises.

Refuse/Waste - It is the responsibility of the customer to keep their pod/room in a clean and tidy state during their stay. Please use refuse areas and litter bins. We ask guests to do their best to help us recycle, where possible, by using the bins provided.



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Speed Limit and Parking - Vehicles must always adhere to a 5mph speed limit. Only fully licensed and insured drivers are permitted to drive on site. Customers failing to comply with this will be asked to leave the site and may face prosecution. Guests renting a pod should use the parking bays at the far end of the carpark beyond the wall. All other guest should use the other parking bays.

Respect - Customers are asked to keep noise levels to an absolute minimum. CYP Holidays has a **LOW NOISE POLICY** between **22:00hrs and 08:00hrs** Music, musical instruments and singing is not permitted at these times. Your compliance with this request would be greatly appreciated. Failure to do so will result in you being asked to vacate CYP Holidays.

Liability – CYP Holidays (Callander Youth Project Trust) will not be held responsible for personal accident or injury or for any loss or damage to property for the duration of the customers' stay. Appropriate action will be taken against anyone causing malicious damage to any part of CYP Holidays, i.e. damage to toilet facilities, fire extinguishers, lights etc. Whilst every effort is made to provide all facilities as advertised, we regret that we are unable to accept liability for the temporary lack of any facility due to a technical breakdown or any circumstances beyond our control.

These rules are not exclusive or exhaustive. CYP Holidays (Callander Youth Project Trust) reserve the right to remove any persons from the site at any time where they believe their behaviour and or actions are causing annoyance or offence to other persons. Should you encounter any problems or have any queries the CYP Holidays Staff will be pleased to be of assistance. We welcome your comments and suggestions.

CYP Holidays (Callander Youth Project Trust) reserves the right to amend or update the terms and conditions of hire as and when necessary. The hirer should ensure that all members of the party are fully conversant with these terms.

Last Updated: March 2021