

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.

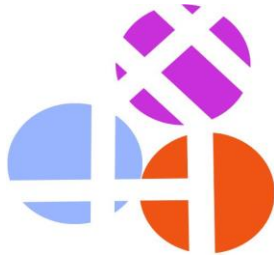
Accommodation – Under no circumstances should the number in your party exceed the number on the booking form or the capacity of the accommodation, as advertised.

Pets, smoking, and open flames are not permitted inside the accommodation. Service animals are permitted for no additional charge, however we do ask that you inform us prior to your arrival.

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 inside any of CYP Holidays' property.

Only the heater supplied is permitted to be used. Please do not remove any equipment supplied with your accommodation.

Open Fires and BBQs – Open fires and BBQs are not permitted inside accommodation or in the garden. The same rule applies to all naked flames (candles, etc.).



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Payment and Cancellation - Payments for accommodation will be taken as outlined below. Please note that guests who booked through an external third-party site may be subject to different payment and cancellation terms, as detailed on their bookings.

Hostel room guests are required to confirm their room with a credit or debit card at the time of booking. We have a two-day free cancellation policy for hostel bookings, meaning guests can cancel up until 23:59 on the third day prior to their arrival. After this point the full booking will be non-refundable and full payment will be taken remotely using the card details provided.

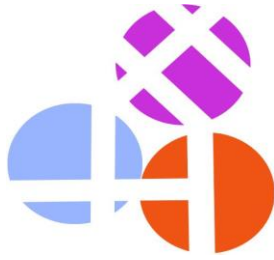
Glamping pod guests are also required to confirm their room with a credit or debit card at the time of booking. The free cancellation window for glamping pods is 2 weeks, meaning that guests can cancel up until 23:59 on the 15th day prior to their arrival. After this point the full booking will be non-refundable and full payment will be taken remotely using the card details provided.

In the event of payment being declined, CYP Holidays reserve the right to cancel your booking. However, we will first endeavour to contact you in order to procure details of an alternative card or allow you to resolve the payment issue.

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, additional charges will apply. No alternative dates will be given for departing earlier than your anticipated leaving date.

Respect - Customers are asked to be respectful of other guests, staff and our neighbours at all times. CYP Holidays has a **LOW NOISE POLICY** between **22:00** and **08:00**. Music, musical instruments, singing or any other excessive noise are 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 the premises; no refund will be offered for the remainder of your stay.



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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.

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 bins provided – we would also appreciate you recycling wherever possible.

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 guests should use the other parking bays. Vehicles are parked at guests' own risk.

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 or vehicles 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: May 2023