



## **Terms & Conditions**

### **Group Bookings**

A group is any party consisting of 10 or more people. Once contacted with a request, we will send you an offer based on our availability. This offer does not confirm the booking. Remember that up until this point, all bookings are subject to availability and we cannot confirm that the offered beds will be available until you confirm the booking. Once you confirm that you wish to proceed with the booking, we will send you an invoice with the booking reference number and methods of payment. By accepting our offer, you are agreeing with the Terms & Conditions stated on this document.

### **Methods of Payment**

We require a 50% deposit of the total amount invoiced to be paid within 5 working days of the invoice date. Please be aware that failure to do so will result in the cancellation of your booking.

The second installment (the balance) is due at least 28 days prior to arrival on a date indicated by us. You must contact us before that date in order to successfully complete your booking.

We accept the following cards: Visa, MasterCard and Switch. A credit card payment sheet will be sent to you together with the invoice and must be returned by e-mail or fax. Alternatively you can call us on +44(0)208 600 7500 between 8am and 8pm Monday to Friday. For bank transfers we require the bank's proof of payment to be sent to us within the 5 day limit and at least 5 days before the 2<sup>nd</sup> installment is due.

We do not accept payments by American Express or Laser cards.

## **Cancellations & Refunds**

Once a booking is confirmed and deposit is paid, these rules apply.

For cancellations of a confirmed booking we charge a 10% administration costs, which will be deducted from the amount paid. The remaining balance will be refunded within 28 days of the cancellation request.

For cancellations done less than 28 days prior to the arrival date, we can't give any refunds.

For partial cancellations, a refund of 50% of the cancellation total will be given if the cancellation is made more than 28 days before the arrival date.

No cancellations will be accepted by telephone, only by e-mail or in writing to the Central Sales Office (details below).

## **Other Important Points**

Please note that any detailed changes to the booking must be done by e-mail. In order to accelerate the process, don't forget to mention the hostel you are booked in and your reference number.

Groups may have to pay a damage deposit during check-in; given that there is no damage done to the property by the time of the check-out, the amount will be returned.

Bookings on option will be automatically cancelled on the date agreed between both parties.

Payment of any part of the invoice means these Terms & Conditions have been read and agreed.

## **Contact Information**

When contacting us by e-mail or fax please include the hostel name and reference number in the subject. Remember that although we are more than willing to help you throughout the booking process, we do not make any changes by telephone.

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E-mail: [groupbookings@st-christophers.co.uk](mailto:groupbookings@st-christophers.co.uk)