

Terms and Conditions of Business – REV3 - 5th September 2021

Cancellation policy:

- Cancellations made for any room within 14 days of arrival date will render you liable for the full amount (100%).
- Cancellations made for any room before 14 days of arrival date will result in loss of deposit only (50%).

Reservation policy:

- All bookings are subject to a 100% deposit. 50% of this deposit is non-refundable.
- Bookings will only be held for a maximum of 3 days whilst awaiting a deposit payment.
- Booking deposits can be paid via a payment link sent by e-mail or using our online booking system.
- All weekend bookings are assumed to be for a minimum of 2 nights unless agreed previously. Any subsequent reduction will be charged at the full 2 nights.
- By giving us your debit or credit card details you are authorising us to use this as security for your reservation and your accommodation. Any unpaid cancellation charges, unregistered extra guests or damages and removals (linen or fixtures and fittings) will be charged to your debit or credit card. The charges will be as follows and/or at the discretion of the business owner:
 - Checkout after 11:00am: any room not vacated after 11:00am on the date of departure will be charged an additional nights stay.
 - Extra cleaning charges: if our cleaners report back to us that they have had to spend longer cleaning up your room or the toilets during your stay you will be charged at £25 per hour extra labour
 - Damage to property - damaged/soiled mattress £150
 - Damaged bunked beyond repair £400
 - Disturbing the peace - excessive noise after 10.30pm that upsets other guests - £50
 - These charges will be directly debited from your card if the amount exceeds what we are able to charge your card i.e. >15% of your booking fee then we will send you an invoice for the outstanding amount, if this is not settled within 7 days then a £10 admin fee will be added and it will be referred to a small claims court.

Guest behaviour:

- All buildings and grounds are strictly no smoking areas anyone found smoking or in possession of or using illegal drugs will be asked to leave immediately. No refund will be given.
- You are requested not to bring or consume your own alcohol unless in moderation.
- All breakages and damage should be reported and will be charged for.
- Consideration should be given to other guests at all times. There should be no noise that disturbs other guests after 10:30pm and before 7am. Guests who flout this may be asked to leave with no refunds given.
- It is the responsibility of the guest to ensure their belongings are secure at all times.

- Anyone who interferes with hostel fire fighting equipment or fire alarms will be prosecuted.
- Anyone who interferes with hostel CCTV equipment will be prosecuted.

Third Party Bookings

We use a number of third party booking sites and their associated resellers for example Hostel World, Booking.com, Expedia, LateRooms, AirBNB and others.

Please be aware that your contract is made at the time of booking with the third parties used. Any amendments, cancellations and other correspondence may need to go to them directly before it can be agreed.

Payments made direct to these third parties cannot be refunded by us as the moneys are not necessarily passed on to us. We cannot refund moneys that we have not received.

Terms & Conditions on these sites will vary and you should make sure that you are aware of them before booking through them.

Our own terms & conditions for your booking will always apply regardless of any other terms given to you by third parties.

Third parties may change their terms & conditions and payment options related to your booking without our consent.

Cancellations by Great Langdale Bunkhouse

On rare occasions we may need to cancel your booking. This is usually due to circumstances beyond our control.

We will always seek to find you alternative accommodation with the local area. We have good relationships with other local accommodation providers.

You may be offered a full refund, or to transfer your booking to another date. This offer would normally only be at your request unless there was no other suitable accommodation available in the local area.

You can be assured that a cancellation by us is a last resort option.

CCTV Policy

This section sets out the appropriate actions and procedures which Great Langdale Bunkhouse follows in respect of the use of CCTV (closed circuit television) surveillance systems ("CCTV Systems") at our premises.

The purpose of the CCTV Systems and the collection and processing of CCTV images is for the prevention or detection of crime or disorder, apprehension and prosecution of offenders (including use of images as evidence in criminal proceedings), interest of public and employee Health and Safety, protection of public health and the protection of the Our property and assets.

The property is monitored by CCTV 24 hours a day. Great Langdale Bunkhouse reserves the right for its employees and contractors to review footage as required and by entering onto our site you consent to your image being recorded and reviewed.

The location of the equipment is carefully considered, because the way in which images are captured needs to comply with relevant laws.

All cameras are located in prominent positions within public and staff view and do not infringe on sensitive areas.

Recorded CCTV footage will be stored securely and retained in compliance with relevant laws.

In drawing up this policy, due account has been taken of the following:

- Relevant Data Protection legislation(s);

- The CCTV Code of Practice produced by the Information Commissioner (“Code of Practice”); and General Data Protection Regulation (GDPR)

This policy will cover all employees and persons providing a service to Great Langdale Bunkhouse, visitors and all other persons whose image(s) may be captured by our CCTV Systems.

In processing CCTV surveillance data, our staff will consider carefully the type of personal data being processed and in particular whether there is any personal data which falls within the definition of “sensitive personal data” or “special category personal data” as defined in law. Such data includes:

- Ethnic origin or race;
- Political opinion;
- Religious and philosophical beliefs;
- Trade Union membership;
- Health – mental or physical;
- Sexual life or sexual orientation
- Genetic data; and
- Biometric data for the purpose of uniquely identifying a natural person.

We will also ensure that the personal data is only processed in accordance with the following requirements:

- It will be processed fairly, lawfully and in a transparent manner;
- It will only be collected for specified, explicit and legitimate purposes and not further processed in any manner incompatible with those purposes;
- It will be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- It will be accurate and, where necessary, kept up to date;
- It will not be kept for longer than is necessary for the purposes for which the personal data are processed; and
- It will be processed in a manner that ensures appropriate security of the personal data.