



## San Juan Island Hostel Terms & Conditions

### **Arrivals and Departures:**

Check-in is from 12pm-5pm, upon availability. If you arrive before then we have handy lockers for a small fee; dump your bags and go explore! Check-out is by 11am so please make sure you and your belongings are out of the room. Late check-out could be charged another night stay.

### **Identification:**

Please make sure to bring a valid photo identification with you, preferably a passport, government issued ID card or driver's license. You will need this to check-in, do not forget it.

### **Age Restrictions:**

Children over the age of 13 are allowed to stay at San Juan Island Hostel, if accompanied by an adult 18 years or older.

### **Room Allocation:**

If you are traveling with friends or family, we will do our best to put you as close together as possible; but this can't always be guaranteed. If you want to make sure that you aren't separated from your group, we'd suggest booking a whole dorm.

*Please note:* all our dorms are mixed unless specified.

### **Payment:**

Please be aware that we only accept cash, MasterCard and Visa card payments. We do not accept American Express, Diners Club cards or any other card.

### **Cancellation Policy:**

**Fully flexible rates:** If you wish to cancel or amend your reservation to receive a full refund you will need to notify us by email at [sjihostel@outlook.com](mailto:sjihostel@outlook.com) 7-days in advance of your arrival date by 5pm. If you notify us any less than 7-days before your arrival date, or in case of a no-show, you will not be entitled to a refund.

**Advance Purchase rates:** If cancelled, modified, or in case of a no-show, the total price of the reservation will be charged.

If you arrive a day late without informing the hostel, we will try and find you a bed, but this may not be in the same room type booked and may incur extra charges.

### **Room Key Cards:**

You'll be given a key when you check-in which gives you access to both the hostel and your room. If you lose your key card, it's \$25 for a replacement – please keep it safe!

**Special Offers:**

All packages and special offers booked for 2017 onwards, will be non-refundable once the booking has been completed.

**Receipts and Invoices:**

If needed, we can provide receipts for proof of payment of your stay

**Guest Behavior:**

The comfort, safety and security of our guests is important to us. Any guest(s) who, in the opinion of our staff, compromise the comfort, safety or security of other guests, staff or local residents will be asked to leave the hostel premises and will not be given a refund. Guests are expected to respect other guests as well as staff, local residents and property.

**No Smoking:**

Smoking is not permitted anywhere in the San Juan Island Hostel buildings. Smoking is only permitted in the designated smoking area at San Juan Island Hostel. Any guest found smoking inside the building, outside of the designated areas, will be fined \$200 and asked to leave the premises immediately. A refund will not be issued for the stay.

**No Drugs:**

Drug use is not allowed anywhere on the San Juan Island Hostel property. Any guest found using drugs within any of the buildings will be fined \$200. You will be asked to leave the premises immediately. A refund will not be issued.

**Alcohol Consumption:**

Alcohol will not be consumed by anyone under the age of 21. Alcohol is not allowed in any common areas of the hostel.

**Personal Property:**

For larger valuables, there are lockers located throughout the building. Please check with reception about the cost. It is a guest's responsibility to ensure that personal belongings are secure always. San Juan Island Hostel accepts no liability for the loss, theft or damage to guests' property, however sustained or caused. We strongly recommend guests bring a padlock to use on luggage.

**Damage to San Juan Island Hostel Property:**

Guests will be expected to reimburse San Juan Island Hostel for any damage caused by inappropriate behavior during their stay.

**Liability:**

Except in relation to death or personal injury caused by our negligence, San Juan Island Hostel's liability remains, at all times, limited to the value of the services booked, excluding any amendment charges paid to us.

**Your Information:**

San Juan Island Hostel will only store and use information you supply to us or which is supplied to us for the purposes of carrying out a contract with you, and to inform you of other services and offers which we make available from time to time. If you do not wish to receive such information, please let us know by emailing us at: [sjihostel@outlook.com](mailto:sjihostel@outlook.com).

**Errors and Omissions:**

Any omission or error in sales literature, web pages/sites, order form, quotation, price list, order acknowledgement, dispatch note, invoice or other documents issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as is reasonably possible thereafter.

**Discretion:**

All bookings are subject to availability and San Juan Island Hostel reserves the right to decline any booking at its discretion.

**Deliveries:**

We will accept deliveries of packages for a guest, but please note we are not responsible for these items.

**Special Instances:**

In an event (governmental action; fire; flood; insurrection; earthquake; power failure; riot; explosion; embargo; transportation interruption of any kind; terrorist attack; acts of God; etc.) affecting your booking, the company reserves the right to receive any outstanding payments in connection to your confirmed booking.

All bookings are subject to availability and San Juan Island Hostel reserves the right to decline any booking at its discretion

Booking a client at San Juan Island Hostel, regardless if any signature is given, is acceptance of the above important points.

**Additional Group Terms & Conditions:**

We do not accept groups that include any persons under 18 years old in any of our hostels.

You must ensure that the room availability that is given to you allows you the flexibility to fit your women/men breakdown.

**Group Leader Responsibilities:** The group leader must ensure that the whole group co-operates fully with our staff if, for example, the building needs to be promptly evacuated.

**Group Payment Terms:**

A first installment of 25% of the full booking value must be paid to confirm the reservation.

The remaining will need to be paid at least 1 month before the group arrival date.

Please note that our group cancellation policy is 28 days before the group's arrival. A refund cannot be given if notice of cancellation is given after outside of this period.

We will do our best to accommodate a change in the number of guests providing it does not exceed 20% of the total number of guests in the group and as long as it is requested at least one month before group arrival.

We will accommodate the number of people in the room types specified on the voucher and pre-confirmed by you. In the unusual circumstance that more people arrive with your group than have been booked with us, we will try and accommodate the extra people but they will be asked to pay out single booking rack rate at check-in.

We do not offer parking, please ensure that drivers are fully aware of this and have organized proper parking prior to arrival.

One group leader will be required to fill in a credit card authorization form upon arrival for a "Group Deposit". This will need to be the card holder. We will pre-authorize the card for for \$500 Money will be deducted if;

- Members of group are misbehaving in or outside the building, being noisy or causing damage to the property
- Underage group members (under 21) are found drinking
- Interfering with fire alarm or smoking in the room
- Key cards for room access are lost If you lose your key card, it's \$25 for a replacement so please keep it safe!
- This list is not conclusive.

Deposits **MUST** be paid by presenting a credit card. Cash deposits are **NOT** accepted.

Please keep in mind that we cannot always accommodate groups all in the same area because of the layout of the buildings and the room type chosen, but we will always try and do our best to accommodate groups close together.

We offer lockers for storage after check-out. Unfortunately, we cannot always facilitate groups who need to leave luggage till later than this time. If your group is going to arrive before 2.30pm please advise us at the time of booking so a luggage room can be organized



Please note that prices for group services are subject to change without notice.

Groups can check-in until 5pm.

**Alcohol Consumption:**

Alcohol will not be consumed by anyone under the age of 21. Alcohol may not be consumed in the common area.

**No Smoking:**

Smoking is not permitted anywhere in the San Juan Island Hostel buildings. Smoking is only permitted in the designated smoking area at San Juan Island Hostel. Any guest found smoking inside the building, outside of the designated areas, will be fined \$200 and asked to leave the premises immediately. A refund will not be issued for the stay.

**Drug Use:**

Drug use is not allowed anywhere in the San Juan Island Hostel. Any guest found using drugs within any of the buildings will be fined \$200. He/she will be asked to leave the premises immediately. A refund will not be issued.

Please ensure guests have adequate travel insurance. We do NOT take responsibility for any lost or stolen property. Please inform your groups.