

Terms and Conditions for Guests Hosted by Venture Mòr Ltd

1. General terms and conditions for all guests

- a. Venture Mòr reserves the right to alter the “Terms and Conditions for Guests hosted by Venture Mòr Ltd” at any time.
- b. The conditions pertaining to a booking are those detailed in the issue of “Terms and Conditions for Guests hosted by Venture Mòr Ltd” at the time of booking.

1.1 About Venture Mòr Ltd

- a. Established in 2010, Venture Mòr Ltd is a social enterprise and company limited by shares registered in Scotland with company number SC378890 having its registered office at Argyle House, 3 Lady Lawson Street, Edinburgh EH3 9DR. Venture Mòr Ltd is the wholly owned social enterprise of Venture Trust – a charity supporting vulnerable people to make positive, long-term changes in their lives. Venture Trust is a registered charity in Scotland (SCO38932) and in England & Wales (2855891). The VAT registration number is 218 7324 07.
- b. The organisation comprises; an outdoor activity company providing adventure holidays across the Highlands; a large hub in the form of Hartfield House in Applecross; and a pledge to provide a springboard into the world of work for disadvantaged young adults.

1.2 Definitions

- a. “Venture Mòr”, “we” and “us” means the Venture Mòr Ltd.
- b. “Customer”, “you” and “Guest” means any individual who makes or is making a booking with Venture Mòr or utilises Hartfield House.
- c. Venture Mòr’s definition of a child is a young person aged between 3 and 15 years. An infant is a child under 3 years of age.
- d. Any booking for nine or fewer people is regarded as an individual booking. One person from the party will be responsible for making the booking and arranging payment and this person is regarded as the Lead Person. The Lead Person will be the point of contact for all correspondence and will also be the primary contact within Hartfield House during the stay.
- e. Group bookings are defined as an organised group of 10 people or more.
- f. Venture Mòr offers Hartfield House for private hire enables a guest to hire the whole hostel for exclusive use. No other guests can use the House at the same time, and the guest has full use of all facilities except commercial kitchen, hall and studio.

1.3 Contract

- a. All bookings are made subject to these terms and conditions and the person placing the booking warrant that he/she has the full authority to do so on behalf of all persons they are making the booking for, and confirms that all persons are aware of and accept these Terms and Conditions.

1.4 Contact details for Venture Mòr

Enquiries for Hartfield House:

E: info@hartfieldhouse.org.uk

T: 01520 744 333

W: www.hartfieldhouse.org.uk

Enquiries Venture Mòr holidays:

E: info@venturemor.co.uk

T: 0845 340 2059

W: www.venturemor.co.uk

Postal address:

Argyle House
3 Lady Lawson Street
Edinburgh
EH3 9DR

2. Hartfield House**2.1 Facilities**

- a. Hartfield House is an SYHA affiliate Youth Hostel which sleeps 50 people. The Hartfield House complex comprises the main house, which was formerly the hunting lodge on the Applecross estate, and a self-contained bunkhouse, the hall which can be used for functions and events, the studio, the bike store and the workshop. The onsite facilities include a large dining area with self-catering kitchen attached, spacious lounge, conference room and shower and bathroom facilities. There is free Wi-Fi accessible throughout the complex. Further information on facilities at Hartfield House can be obtained by contacting Hartfield House directly.
- b. Dorm rooms are normally for single-gender occupancy, but private rooms can be single-gender or mixed-gender.
- c. Bed linen is provided to all guests at Hartfield House and is included in the price.
- d. Hartfield House reception operates summer and winter opening hours. From April to September, reception is open 0800-1000 hours and 1600-2100 hours. From October to March, reception is open 0800-1000 hours and 1500-1800 hours (this may vary and guests will be advised in advance). The house and bunkhouse are also available for exclusive hire throughout the year as set out in the calendar.

2.2 Accuracy of information and promotional materials

- a. Venture Mòr exercises all due care and diligence when producing electronic and printed materials on Hartfield House and local attractions. However, Venture Mòr reserve the right to revise update or make obsolete some or all of the contents without obligation to notify any person of such changes.
- b. Despite every effort to the contrary, errors, omissions or discrepancies may occur in the preparation of promotional and informational documents (electronic and printed), and Venture Mòr assumes no liability for loss or damages incurred due in part or in whole to such errors.

2.3 SYHA Affiliate Hostel

- a. Hartfield House is an affiliate hostel of SYHA Hostelling Scotland. Hartfield House is not owned by SYHA and is not governed by the SYHA terms and conditions. SYHA membership prices do not apply at Hartfield House. Prices for accommodation are published on the SYHA, Hi-Hostels and Hartfield House websites and are subject to change.
- b. Any complaints or comments regarding your stay at Hartfield House should be directed to the Hartfield House manager in the first instance info@hartfieldhouse.org.uk.

2.4 Meals

- a. Self-catering facilities are available at Hartfield House.
- a. For large groups, catering can be provided including breakfast, packed lunches and dinner. This must be requested and confirmed at time of booking. If the group is late and has not given reasonable notice (72 hours or more) to the Hartfield House manager, catering may be cancelled at the manager's discretion and all costs charged to the group.

2.5 Parking

- a. Parking facilities are available at Hartfield House. Venture Mòr does not accept responsibility for loss or damage to vehicles parked within Hartfield House grounds. All vehicles are parked and left at the owner's risk. All buses/coaches must turn off engines whilst stationary within Hartfield House grounds.

2.6 Personal possessions

- a. Whilst every effort is made to ensure excellent security at our premises, Venture Mòr is not responsible for visitor's property, which includes but is not exclusive to luggage stored in luggage room or bicycles stored in cycle racks or cycle sheds.

2.7 Use of alcohol, smoking and drugs

- a. Hartfield House is a non-smoking building. Smoking is permitted only in designated areas outside Hartfield House. The use of illegal drugs is strictly prohibited in and around Hartfield House at any time. If the hostel manager or staff member suspects that a person is in possession of illegal drugs, he or she will contact the local police.
- b. Guests found to be contravening the above policy will be asked to leave Hartfield House without refund.
- c. Guests are requested to consider the collective needs and comfort of others when consuming alcohol on the premises. Under the 2005 Licensing (Scotland) Act it is an offence for any person under 18 to consume alcohol. Any person considered to be contravening this policy will be asked to stop and may be asked to leave Hartfield House without refund.

2.8 Hazardous items

- a. The use of candles and camping stoves within Hartfield House is strictly prohibited at all times.
- b. The use of fireworks in and around Hartfield House is strictly prohibited.
- c. The use of barbecues and the lighting of fire in and around Hartfield House is strictly prohibited.

3. Hartfield House guests

3.1 Guests with disabilities, medical conditions or special needs

- a. Venture Mòr advise you to notify us at the time of booking, and a minimum 48 hours in advance if you or any of your party has any disability, medical condition or special needs, which may require special facilities. Venture Mòr will endeavour to meet your requirements where possible. It is the responsibility of the Lead Person to ensure that all special needs requirements are identified and communicated to Venture Mòr staff.
- b. Venture Mòr cannot, however, provide assistance with walking, eating or other personal needs. If you need help you must take someone with you who can take care of your needs. It is the responsibility of the group leader to ensure that all special needs requirements are identified and communicated to Venture Mòr staff.

3.2 Equality of access

- a. Hartfield House is open to all. No guest will be discriminated against on the basis of race, nationality, gender, age, status, occupation, religion etc. Where an individual's circumstances may lead to special accommodation or catering requirements, Venture Mòr advise the guest to notify us at the time of booking, and a minimum 72 hours prior to arrival so that, subject to availability, appropriate measures can be taken to meet the individual's needs.

3.3 Young people

- a. Venture Mòr definition of a child is a young person aged between 3 and 15 years old. An infant is a child under 3 years of age and must be accommodated in a private room with the parent or guardian.
- b. From the age of 5 to 15 years, young people must be accompanied by a parent or guardian and may be accommodated in a single gendered shared room with the parent or guardian and other guests, at the discretion and responsibility of the parent or guardian. The young person/people, the parent/guardian and the other occupants of the room must be the same gender. Venture Mòr advise that additional notice be given to Hartfield House when travelling with children, to ensure suitable accommodation is available.

3.4 Code of conduct

- a. Guests are required to give due consideration to the collective needs of others, to take due care of the facilities provided and to respect the shared environment. In the interest of maintaining community relations, Venture Mòr expect all guests to refrain from any activity likely to antagonise the local community or bring Venture Mòr into disrepute.
- b. Any guest displaying unacceptable behaviour will be asked to leave Hartfield House without refund.
- c. Venture Mòr reserves the right to call for assistance from any of the emergency services at any time.

3.5 Pets

- a. Dogs are welcomed, subject to prior agreement, and will be accepted in private room bookings only. Dogs are not allowed in the public spaces and must be on a lead at all times. Venture Mòr does not permit any other pets.
- b. Guests with assistance dogs must be advised Hartfield House staff at the time of booking.
- c. A fee per dog per night will apply including exclusive hire of the Hartfield House complex.

4. Booking and payment for Hartfield House

4.1 General

- a. All transactions with Venture Mòr are in Pounds Sterling. No booking fees are charged for bookings made direct with Venture Mòr.
- b. Therefore the maximum duration for any single stay is 21 days, unless specifically authorised by the Hartfield House manager.
- c. The items included in your stay (accommodation and non-accommodation) are indicated on your confirmation booking statement/invoice.
- d. Prices are variable at different times throughout the year, dependent on local market conditions. Prices currently in force can be found on the Hartfield House website or by contacting the Hartfield House team. Venture Mòr reserve the right to change our prices at any time, without notice. The price paid is the price in force at the time of booking. Venture Mòr will fully guarantee the price of your stay on your confirmation booking statement/invoice when deposit/full payment is received.

4.2 Methods of payment

- a. Venture Mòr accept the following methods of payment:
 - In person at Hartfield House. Payment can be made by cash, debit or credit card.
 - By calling Hartfield House or booking online at www.hartfieldhouse.org.uk. Payment can be made by debit and credit card payment.

- No booking fees are charged by Venture Mòr Ltd for credit or debit card transactions. The following card types are accepted: Visa Delta, Visa Electron, JCB, MasterCard, Visa, Solo, Maestro Domestic. The card used must be in the name of the person making the booking. All transactions are in pound sterling currency.

4.3 Promotional offers

- a. Venture Mòr may from time to time run promotional offers entitling certain individuals or groups to reduced cost accommodation and/or other products/services. Such offers are subject to the specific terms and conditions relating to that offer, which will be available on www.hartfieldhouse.org.uk. Where specified, proof of eligibility must be provided before the offer can be accessed.

4.4 Venture Mòr liability to its guests

- a. In the unlikely event that Venture Mòr has to cancel a booking made for Hartfield House, Venture Mòr will make every effort to ensure none of the essential elements of the trip are changed.
 - Venture Mòr will offer the guest an option of accepting the amended booking, choice of alternative booking or receiving a full refund of all monies paid less value of any services and goods received.
 - If for any reason Venture Mòr has to make a significant change to the hostel stay once the trip has begun, the guest is obliged to accept any reasonable alternative.
 - A significant change is one which would materially affect the guest's trip.
 - Venture Mòr will cancel a trip, without refund, if any member of a party behaves unreasonably or causes offence to other Hartfield House guests, staff, neighbours or external service providers. This also applies if there is any damage to property or goods within the Hartfield House environment.
- b. Our liability
 - The maximum compensation Venture Mòr will pay to a guest is the cost of the trip and any agreed direct expense to a maximum of £25 per person.
 - Venture Mòr accepts responsibility for any damage caused to guests as a result of any failure to perform or improper performance of the accommodation Venture Mòr has agreed to provide the guest. Venture Mòr will not be responsible for failure or improper performance when:
 - Such failure is attributable to the guest or a member of their group.
 - Such failure is attributable to a third party unconnected with the provision of services and is unforeseeable or unavoidable.
 - Such failure is due to Force Majeure, including, but not limited to, war, threat of war, civil commotion or strife, hostilities, strikes or other industrial dispute, natural disaster, fire, Act of God, terrorist activities, technical problems with transportation, closures of airports, ports and/or ferries, quarantine, epidemics, weather conditions, government action or other events outside our control.
 - Venture Mòr is not responsible for any arrangements a guest makes with external providers whilst staying in Hartfield House.

4.5 Circumstances out with our control

- a. Venture Mòr cannot accept liability and will not consider payment of compensation where the Hartfield House booking could not be fulfilled due to circumstances which we or our suppliers could not, even with due care, have foreseen or avoided. Such events may include, but are not limited to war, threat of war, civil commotion or strife, hostilities, strikes or other industrial dispute, natural disaster, fire, Act of God, terrorist activities, technical problems

with transportation, closures of airports, ports and/or ferries, quarantine, epidemics, weather conditions, government action or other events outside our control.

4.6 Third party liability

- a. Any third party “activity provider” Venture Mòr works with on your behalf or whom you work with directly will be covered by their own public liability insurance.

4.7 Accidents and injury

- a. As far as the law allows, Venture Mòr takes no responsibility for loss to any guest as a consequence of this agreement or the occupancy following thereon.

4.8 Insurance

- a. Venture Mòr maintains standard public liability insurance cover. If you require details of the cover in advance, this can be obtained from Venture Mòr on request.

4.9 Guest feedback

- a. Venture Mòr welcomes all guest feedback. You are invited to leave a review on TripAdvisor, Facebook or by emailing us directly at info@venturemor.co.uk or info@hartfieldhouse.org.uk.
- b. If you have a justifiable complaint you should email the hostel manager or holiday leader immediately. Many problems can be rectified if you inform us as soon as they happen.

4.10 Your information

- a. Venture Mòr shall (and shall procure that any of its staff involved in the provision of this Contract) comply with all obligations under the Data Protection Act 1998 (DPA). In particular data shall be obtained, processed and held in accordance with the DPA.
- b. By providing personal data to Venture Mòr you consent to it being processed, used and held by Venture Mòr in accordance with the DPA.
- c. You consent to Venture Mòr using your information to occasionally contact you and your party (where they are over the age of 18 years) for marketing purposes by post, telephone, email and mobile message. This will enable Venture Mòr to tell you about offers, news and events available from Venture Mòr and its parent charity Venture Trust, which it believes may be of interest to you. If you do not wish to be contacted by Venture Mòr for marketing purposes please let Venture Mòr by calling 0845 340 2059. Venture Mòr will not give out your details to external parties that are not linked in Venture Mòr.

5. Individual bookings at Hartfield House (up to 9 persons)

5.1 Definition of an individual booking

- a. Any booking for nine or fewer people is regarded as an individual booking. One person from the party will be responsible for making the booking and arranging payment and this person is regarded as the Lead Person. The Lead Person will be the point of contact for all correspondence and will also be the primary contact within Hartfield House during the stay.

5.2 How to book

- a. Individual bookings can be made online by visiting www.hartfieldhouse.org.uk or www.hihostels.com; by contacting Hartfield House directly on 01520 744 333; or emailing info@hartfieldhouse.co.uk.

5.3 Payment

- a. All payments made by credit or debit card will be transacted at the time of booking confirmation.
- b. Online bookings via the Hartfield House website require full payment at the time of booking.
- c. Timely confirmations and receipts will be sent for your records to the Lead Person.
- d. When Venture Mòr has received your payment, this will form a binding contract with you.

5.4 Changing or cancelling a reservation

- a. All cancellations or refund requests should be directed to Hartfield House directly.
- b. If a booking is cancelled more than 72 hours before the due arrival point, a refund of 90% of the cost of that booking can be given. Arrival point is deemed to be 1800 hours on any given day. Bookings cancelled within 72 hours of the arrival point or after the arrival point will incur a cancellation fee of 100% of the entire cost of the stay.

5.5 Arrival and departure

- a. Individuals can check in from 1600 hours (from 1500 hours October – March).
- b. Individuals wishing to arrive after 1800 hours on their arrival day should notify Hartfield House prior to arrival to retain the accommodation booked.
- c. On departure, guests are expected to leave by 1000 hours.

6. Group bookings (more than 10 persons)

6.1 Definition of a group booking

- a. Standard group bookings are defined as an organised group of 10 people or more and booking non-exclusive accommodation Hartfield House.
- b. Every group is required to have a leader, regarded as the Lead Person, who is responsible for making and paying for the booking and is the main point of contact before, during and after the stay.
- c. There is a requirement at for a minimum 1:10 ratio of adults to children.
- d. The Lead Person is required to be resident at Hartfield House throughout the duration of their booking.
- e. The Lead Person must be aged 18 years or over.
- f. For all group bookings, Venture Mòr must have a direct mobile telephone contact with the Lead Person whilst travelling, and a contact email address.

6.2 How to book

- a. Group bookings can be made by contacting Hartfield House on 01520 744 333 or info@hartfieldhouse.org.uk.

6.3 Payment

- a. When you have made a reservation you will be requested to confirm your booking by means of a 20% non-refundable deposit of the total cost by an agreed date. If the deposit is not received by the agreed date the beds or rooms will be released.
- b. All deposits/payments made by credit or debit card will be transacted at the time of booking confirmation.
- c. Online group bookings require full payment at the time of booking.
- d. You must pay the balance of your booking by the date stated on your confirmation booking statement/invoice, usually 8 weeks before the date of arrival. If full payment is not received by the stated date, the booking may be cancelled.
- e. If the booking is made within **8 weeks** of arrival, full payment will be required at the time of booking.
- f. Timely confirmations and receipts will be sent for your records to the Lead Person.
- g. When Venture Mòr has received your deposit, this will form a binding contract with you.

6.4 Changing or cancelling a booking

- a. If you need to change your booking please let us know immediately by e-mail or phone.

- b. If you or any of your party requires to cancel or change their stay once it has been confirmed, the Lead Person must **inform us in writing**. Venture Mòr will then ask you to pay any cancellation charge as shown below in the cancellation table.
- c. Additionally, if Venture Mòr is charged a cancellation fee by a third party supplier, we will pass on that cost to be recovered from the guest.
- d. These costs include money Venture Mòr have to pay to suppliers and any money we lose as result of the cancellation. If you are making an insurance claim please ensure you retain all booking and cancellation information.
- e. If you wish to add to your party numbers, please ensure you contact us immediately to check availability. If no advance notification is given, Venture Mòr reserve the right to refuse any late additions.
- f. No refund will be given for any night(s) not spent at Hartfield House. If, however, guests spend additional nights or purchase additional services, the additional cost must be paid directly.
- g. Venture Mòr have the right to use any money already paid to cover cancellation charges.
- h. The cancellation charges apply to your full booking when booking with standard rates and are as follows:
 - More than 8 weeks (57 days or more) 20% of total cost.
 - 8 – 4 weeks (56- 29 days) 50% of total cost.
 - 4 – 0 weeks (28-1 day) 100% of total cost.
- i. Late reductions in numbers will be charged as per our cancellation policy.
- j. Cancellation charges will also apply for any meals booked in advance. If cancelled more than 2 weeks in advance, the cost of the meals will be refunded in full. If cancelled less than 2 weeks before the arrival date, the full cost of any meals booked will be charged. Should the Lead Person change prior to arrival, Venture Mòr must be notified in writing including a copy to the new contact with their contact details.

6.5 Arrival and departure

- a. On arrival the Lead Person is required to sign all relevant registration documentation. The Lead Person is required to present a full list of participants for fire regulation purposes to reception staff.
- b. The normal arrival time is 1600 hours (from 1500 hours October – March). Luggage storage for early arrivals is available, but this should be checked in advance.
- c. Groups wishing to arrive later than 1800 hours on their arrival day should notify Hartfield House team prior to arrival to retain the accommodation booked. On arrival, for group parties, the Lead Person must agree to be responsible for the code of conduct and behaviour of their party at any time during their stay and provide a mobile phone number to be contactable at all times. The Lead Person may be liable for damage caused by the action of their party members and/or be asked to remove their group from Hartfield House if behaviour is unacceptable. Any damage to Hartfield House or its contents will be charged to the group.
- d. Guests are expected to leave by the required departure time, this is normally 1000 hours unless a late departure has been confirmed in advance.
- e. If any damage charges are to be made and are not resolved directly with the Hartfield House manager, you will be notified within 14 days of departure. Venture Mòr reserve the right to

delay the total costing subject to quotations from contractors. An invoice will be sent and full payment is required no later than 14 days from the issue date on the invoice.

6.6 Groups with young people

- a. To ensure the rights of children are protected and risk minimised, Hartfield House accommodate children travelling as part of a bona fide group or school through the following:
 - Young people over 5 years and less than 16 years will be accommodated in same gender room accommodation designated for their group use only.
 - All group leaders (Lead Persons) and drivers will be accommodated in separate accommodation from their group members where possible. Separate accommodation may be subject to a supplementary charge.
 - Venture Mòr requires the Lead Person to hold in their possession medical details and emergency contact details for each young person in their care and make this available to Venture Mòr staff in emergency situations.
 - The Lead Person is responsible for the behaviour of children in their care at all times. Venture Mòr do not accept responsibility for the care and supervision of children in Hartfield House.
 - The Lead Person and all group participants are expected to adhere to the Venture Mòr's code of conduct at all times.
- b. Mixed gender groups should ensure they have adequate leaders of both genders. The recommended ratio is 1:8 (according to child protection guidelines) and this may need to be higher for groups of children with special needs. There is a requirement for a minimum 1:10 ratio of adults to children.

7. Exclusive hire of Hartfield House complex

7.1 Definition and parameters of exclusive hire of Hartfield House complex

- a. Exclusive hire of Hartfield House allows enables a guest to hire the whole Hartfield House complex including the Bunkhouse for exclusive use. No other guests can use the hostel at the same time and the guest has full use of Hartfield House facilities excluding the commercial kitchen, hall and studio. These are available subject to separate hire for events, conferences and weddings.
- b. The facilities available when hiring Hartfield House for exclusive use are the same as those available during open season. This means that accommodation is a mixture of singles, doubles, triples and bunk rooms.
- c. In the event that you instruct third party contractors to operate within our premises i.e. caterers, disco firms, bar services or other, you must ensure they possess all relevant insurances, qualifications and licences as required. Copies of these should be provided to Venture Mòr for reference prior to the start of your rental period.
- d. You can bring any number in your group, up to the **maximum number of beds available** at Hartfield House. Fire regulations require that Venture Mòr know the actual number of people in your group, which should be confirmed by the lead contact two weeks prior to your arrival date. Any changes should not exceed Hartfield House's capacity and should be notified to a member of the staff at Hartfield up to the arrival date.
- e. You will find in your booking pack and exclusive hire group list, which requires the names of all individuals staying at the hostel during your stay. The completed list should be emailed to Hartfield House no less than 3 days before your arrival date. This list will be used to register that all guests have arrived.
- f. Hartfield House can be hired for commercial use at the discretion of Venture Mòr.

- g. Venture Mòr will not permit conduct or activities which could cause an offence on racial, political, sectarian or religious grounds, or which could constitute a threat to public order.
- h. Venture Mòr cannot accept bookings for events which may bring Venture Mòr into disrepute.

7.2 Weddings and conferences

- a. The maximum capacity of the event for day guests is 110 people seated in the hall and 140 for evening guests. The conference room accommodates up to 20 people board room style or 30 theatre style.

7.3 Minimum hire periods

- a. The minimum exclusive hire of Hartfield House Complex period for Christmas or New Year is four nights.
- b. The minimum exclusive hire of Hartfield House Complex period for wedding hire is three nights.

7.4 What is included

- a. You will have use of entire Hartfield House complex. Including the main house, self-catering kitchen, lounge, conference room and Bunkhouse. At an additional cost per night, you can have access to the hall and studio which are also situated in the Hartfield House complex.
- b. To give you the peace and freedom that our exclusive hire guests are often looking for, the Hartfield manager or a staff member will be contactable but may not be in the hostel throughout your stay. On arrival you will be advised of contact details for the member of staff.

7.5 How to book

- a. Bookings can be made by contacting Hartfield House on 01520 744 333 or info@hartfieldhouse.org.uk.

7.5 Payment

- a. When you have made a reservation you will be requested to confirm your booking by means of a 20% non-refundable deposit of the total cost by an agreed date. If the deposit is not received by the agreed date the beds or rooms will be released.
- b. All deposits/payments made by credit or debit card will be transacted at the time of booking confirmation, not on arrival at Hartfield House.
- c. You must pay the balance of your booking by the date stated on your confirmation booking statement/invoice, usually 8 weeks before the date of arrival. If full payment is not received by the stated date, the booking may be cancelled.
- d. If the booking is made within **8 weeks** of arrival, full payment will be required at the time of booking.
- e. Timely confirmations and receipts will be sent for your records to the Lead Person.
- f. When Venture Mòr has received your deposit, this will form a binding contract with you.

7.6 Changing or cancelling a booking

- a. If you need to change your booking please let us know immediately by e-mail or phone.
- b. If you or any of you party requires to cancel or change their stay once it has been confirmed, the Lead Person must **inform us in writing**. Venture Mòr will then ask you to pay any cancellation charge as shown below in the cancellation table.
- c. Additionally, if Venture Mòr is charged a cancellation fee by a third party supplier, we will pass on that cost to be recovered from the guest.

- d. These costs include money Venture Mòr have to pay to suppliers and any money we lose as result of the cancellation. If you are making an insurance claim please ensure you retain all booking and cancellation information.
- e. If you wish to add to your party numbers, please ensure you contact us immediately to check availability. If no advance notification is given, Venture Mòr reserve the right to refuse any late additions.
- f. No refund will be given for any night(s) not spent at Hartfield House. If, however, guests spend additional nights or purchase additional services, the additional cost must be paid directly.
- g. Venture Mòr have the right to use any money already paid to cover cancellation charges.
- h. The cancellation charges apply to your full booking when booking with standard rates and are as follows:
 - More than 8 weeks (57 days or more) 20% of total cost.
 - 8 – 4 weeks (56- 29 days) 50% of total cost.
 - 4 – 0 weeks (28-1 day) 100% of total cost.
- i. Late reductions in numbers will be charged as per our cancellation policy.
- j. Cancellation charges will also apply for any meals booked in advance. If cancelled more than 2 weeks in advance, the cost of the meals will be refunded in full. If cancelled less than 2 weeks before the arrival date, the full cost of any meals booked will be charged.
- k. Should the Lead Person change prior to arrival, Venture Mòr must be notified in writing including a copy to the new contact with their contact details.

7.7 Arrival and departure

- a. Hartfield House check-in will be from 1600 hours (from 1500 hours October – March). The lead contact should be first to arrive at the Youth Hostel for check in procedures.
- b. You will be asked for your estimated time of arrival on the booking form. Should this change at any time, please let us know as soon as possible so that the Hartfield House manager can be there to assist you.
- c. If you require access to the Hostel before the above time the following additional charges will apply and are subject to availability:

| | |
|-------------------------------------|------------------------|
| Arrival between 1200 and 1400 hours | +50% overnight charge |
| Before 1200 hours | +100% overnight charge |
- d. Departure from the hostel is 1000. A member of staff will be there to check you out from Hartfield.
- e. Late departure is subject to availability and the following charges will apply:

| | |
|----------------------------------|------------------------|
| From between 1000 and 1500 hours | +25% overnight charge |
| From between 1500 and 1700 hours | +50% overnight charge |
| After 1700 hours | +100% overnight charge |
- f. Groups wishing to arrive later than 1800 hours on their arrival day should notify Hartfield House team prior to arrival to retain the accommodation booked. On arrival, for group parties, the Lead Person must agree to be responsible for the code of conduct and behaviour of their party at any time during their stay and provide a mobile phone number to be contactable at all times. The Lead Person may be liable for damage caused by the action of their party members and/or be asked to remove their group from Hartfield House if

behaviour is unacceptable. Any damage to Hartfield House or its contents will be charged to the group.

- g. If any damage charges are to be made and are not resolved directly with the Hartfield House manager, you will be notified within 14 days of departure. Venture Mòr reserve the right to delay the total costing subject to quotations from contractors. An invoice will be sent and full payment is required no later than 14 days from the issue date on the invoice.

1 February 2016