

HOSTELLING INTERNATIONAL NORTHERN IRELAND TERMS AND CONDITIONS

Youth Hostel Association of Northern Ireland Ltd. trading as HINI whose registered office is at 22-32 Donegall Road, Belfast BT12 5JN (Registered number NI 001147).

GENERAL

“HINI”, “we”, “us” and “The Association” means Hostelling International Northern Ireland. In these Terms and Conditions customer means any customer who makes or is making a booking with H.I.N.I.. “Group” means a group of 6 or more people staying at a youth hostel. “Hire-a-Hostel” means the rental of an entire youth hostel by one group.

H.I.N.I. is part of the International Youth Hostel Federation (IYHF).

“Writing” means letter, fax or email.

The contract for the supply by us of accommodation and (where applicable) other related services (contract) will be formed when we accept your order and we receive from you the appropriate cleared funds.

Making a Booking

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

Before your booking is confirmed and the contract comes into force HINI reserves the right to increase or decrease prices providing that we notify you in writing in good time prior to delivery of such price increases/decreases.

Membership discount only applies to bookings made in person, by phone, e-mail or via hini.org.

All bookings are subject to availability and HINI reserves the right to decline any booking at its discretion.

If you make a booking and fail to appear at the hostel without cancelling (i.e. you are a “no show”) three times in a 24 month period then HINI reserves the right to decline all future bookings / stays from you regardless of whether we have been able to successfully charge your debit / credit card or not. The same applies to those making, and cancelling, multiple reservations.

HOSTELS

HINI has a range of youth hostels in a variety of locations. Some are open all year, some have restricted opening during the winter and some are available out of season under the Hire-a-Hostel programme. Most hostels are able to provide catering for groups or individuals. Private rooms are available at some youth hostels, subject to availability and subject to an additional charge and can be requested at time of booking.

Our brochures, leaflets and website detail the facilities available at each youth hostel. Further information can be gained upon request to the Head Office (028) 9032 4733 or can be obtained directly from the youth hostel.

All standard bookings are for bed reservations only; they do not ensure room bookings.

Room requirements should be requested at time of booking. We will endeavour to assist with all room requests; however we cannot guarantee specific room types for any member of the party. Room requests are subject to required hostel availability and may incur an additional charge.

HINI reserves the right to amend rooming lists until the time of arrival.

Some youth hostels are open all day although access to bedrooms/dormitories may not be possible until 17.00 hours.

Other hostels are open from 17.00 hours and customers are expected to check out by 11.00 hours.

Bed linen is provided at all hostels.

Accuracy of Information

HINI exerts all due care and diligence when producing electronic and printed materials on youth hostel facilities and local attractions. However, we reserve the right to revise, update or make obsolete some or all of the contents without obligation to notify any person of such changes.

Despite every report to the contrary, errors, omissions or discrepancies may occur in the promotional and informational documents (electronic and printed) and HINI assumes no liability for loss or damages incurred in part or in whole to such errors.

All maps and photographs displayed in HINI, printed and electronic materials are for information purposes only.

Hostel Grading

There is no youth hostel grading system currently in Northern Ireland although our youth hostels are inspected and certified annually by The Northern Ireland Tourist Board.

Affiliated Hostels

We do from time to time promote affiliate hostels. These hostels are not owned or run by HINI and are not governed by these Terms and Conditions. We are not responsible for the quality or the customer experience in these hostels. Any complaints or comments regarding a stay in these hostels should in the first instance be directed to the manager/owner and copied to the Head Office of HINI.

Meals

Self-catering facilities are available at all youth hostels. In some hostels, because of the limited size of the self-catering kitchen or dining room, larger groups will be asked to take catering meals provided at an additional cost. Occasionally, these meals will usually be provided by a third party.

Parking

Parking facilities vary at each hostel. HINI does not accept responsibility for loss or damage to vehicles parked within hostel grounds. All vehicles are parked and left at owner's risk. Parking spaces cannot be pre-booked and are not guaranteed. They are allocated on a first come, first served basis.

Personal Possessions

Whilst every effort is made to ensure excellent security at our premises, HINI are not responsible for visitors property, which includes luggage stored in luggage room or bicycles stored in cycle racks or cycle sheds. Some hostels have lockers available for customers use.

Use of Alcohol, Smoking, Drugs

The consumption of alcohol is only permitted in the self-catering dining rooms together with a meal at the discretion of the hostel manager. Guests are requested to consider the collective needs and comforts of others in the hostel.

HINI hostels are non smoking buildings and under Northern Ireland law it is an offence to smoke anywhere within any of the hostels. Smoking is permitted only in designated areas outside the hostels. The use of illegal drugs is strictly prohibited in and around any HINI hostel at any time.

If the hostel manager / staff member suspects that a person is in possession of or using drugs he or she will contact the local police.

Guests found to be contravening the above policy may be requested to leave the hostel without refund and possibly fined.

Hazardous Items

The use of candles and camping stoves within any hostel is strictly prohibited at any time.

The use of barbecues and the lighting of fires in and around the hostel grounds is strictly prohibited.

Membership

HINI is a membership organisation.

Current membership card should be shown on arrival at the hostel.

A membership card is not valid unless signed.

As a member, you must agree to abide by the Youth Hostel regulations of the country in which you are travelling.

HINI / Hostelling International members are entitled to a discount of 10% on the quoted prices on our website on validation of their membership number - this cannot be used in conjunction with any other special offers or agent / third party rates.

Customers arriving at a hostel without a valid membership card can purchase full membership or pay an additional charge per person per night.

Membership of HINI gives membership access to all associated IYHF hostels worldwide. It is not necessary for a HINI member to take out an additional membership for any other country visited if staying in IYHF hostels.

Membership Categories

Life membership: - £75

(Available to any named individual with no age limit
- available Head Office only.)

Individual membership: Under 25 - 1 year - £10

Under 25 - 2 years - £16.50

Under 25 - 3 years - £21

Over 25 - 1 year - £15

Family membership: 2 parents & children - £30

1 parent & children - £15

International Membership:

Membership of another IYHF Association provides member access to HINI hostels without the need for HINI specific membership. If a current IYHF card is shown on arrival at the hostel there is no requirement to pay the additional cost for any overnight.

Membership Benefits

Certain discounts or other benefits may be available to HINI members by third party suppliers. Such benefits will only be available and will only be applicable to the named card holder. Details of current membership benefits can be found at www.hini.org.uk or Head Office.

Membership cards must be shown in order to obtain membership benefits.

If a member loses his/her card, a duplicate card can be obtained from HINI head office at a cost of £1 plus postage.

Communication with Members

Life members and valid shorter term members receive an invitation to HINI's AGM each year.

This letter also provides details of how to obtain our Annual Report online.

Information relative to members will be posted on the Association's website www.hini.org.uk

Members are responsible for advising HINI of any change in their contact details.

If any member prefers not to receive information (including by email) from HINI they should notify the Head Office in writing.

Hostel Guests

Guests with disability, medical problems or special needs –

Please notify the hostel if you or any of your party have any disability, medical problems or special needs which may require specific facilities. We will endeavour to meet your requirements where possible, but special needs facilities vary by hostel. Please check before booking. It is the responsibility of the lead person to ensure that all special needs requirements are identified and communicated to HINI staff.

Equality of Access

Northern Ireland youth hostels are open to all. No customers will be discriminated against on the basis of race, nationality, gender, age, status, occupation, religion etc.

Children

Children (those aged under 18) must be accompanied by a parent or guardian.

If a parent / guardian is travelling with someone aged under 16, then they need to book a private room.

Children aged 16 and 17 may only use a shared dorm if accompanied in the same dorm by their parent / guardian.

Notice should be given to the hostel when travelling with children to ensure that suitable accommodation is available.

If a parent / guardian arrives at a hostel with a child / children under 16 having booked a shared dorm, having exhausted all other options, the child / children may be put into a shared room with the parent or guardian and other guests at the discretion and responsibility of the parent or guardian, however there is no guarantee that such an arrangement can be facilitated and you may not be able to stay.

HINI takes its child protection responsibility seriously and has a policy / Designated Child Protection Officer in place. Children have the right to be protected from abuse and harm at all times and in all situations. HINI endeavours to protect these rights and minimise the risk of children being abused. Child protection is the responsibility of every adult who has involvement with children.

Proof of Identity / Key card, security, behaviour deposit

Please note that all guests are required to register and show a photo identification on check in. This is one ID per guest, not one ID per booking.

At the Belfast Youth Hostel a cash key deposit of £5 is taken from every guest on check in: this is returned with an on time check out and return of keys: we do not have change so please be prepared on arrival.

Please note that for Belfast group bookings, rather than taking a cash deposit, HINI may at its discretion take up to a £300 pre authorisation on the groups' credit or debit card as a key card deposit. This deposit will only be claimed if key cards are not returned and / or check out is late or if there have been any incidents of unacceptable behaviour as detailed in a booking confirmation.

Code of Conduct

Guests are required to give due consideration to the collective needs of others in the hostel, to take due care on the facilities provided and to respect the shared environment. In maintaining community relations we expect all guests to refrain from any activity likely to antagonise the local community or bring HINI into disrepute.

Any guest displaying unacceptable behaviour will be asked to leave the hostel without refund.

During the hostels open period, each hostel has a residential manager or staff member who is contactable during your stay.

HINI reserves the right to call for the assistance from any of the emergency services at anytime.

Pets

HINI does not permit any pets in our hostels except for assistance dogs only which we must be advised about at time of booking.

Bookings and Payment

All transactions with HINI are in pounds sterling.

The primary purpose of youth hostels is to provide accommodation to help all, but especially young people during their travels in Northern Ireland. They are not intended or designed to be used as permanent or semi-permanent resident accommodation.

Prices are set annually and vary from one hostel to another. Prices also vary at different times throughout the year dependent on local market conditions. Prices currently in force can be found at www.hini.org.uk or by contacting the hostel managers or head office.

We 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.

Methods of Payment

In person at a HINI hostel by cash, cheque, debit or credit card.

By post or telephone by debit or credit card, or cheque.

Payment by cheque will only be accepted when supported by a cheque guarantee card which provides a guarantee to a value higher than the cost of the booking.

Circumstances outside our Control

HINI cannot accept any liability and will not consider payment of compensation where the hostel 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.

Third Party Liability

Any third party provider with whom HINI works on your behalf or whom you work with directly will be covered by their own public liability insurance.

Accident and Injury

As far as the law allows HINI takes no responsibility for loss to any customer as a consequence of this agreement or the occupancy following thereon.

Insurance

All our premises are covered by HINI's standard liability insurances. If you require a copy in advance, this can be obtained from the Head Office on request. Customers are not, however, covered by our insurance for personal injury, damage or theft of property whilst in a youth hostel, or public transport delays/cancellations. You are advised to ensure that you are covered independently for such events. We recommend personal travel insurance, including cancellation insurance.

Complaints

Many problems can be rectified if you inform us as soon as they happen.

If you have a justifiable complaint you should notify the Hostel Manager/Deputy Manager immediately. If any complaint is not resolved immediately or cannot be dealt with at the time, you should write to the CEO, HINI 22 Donegall Road, Belfast BT12 5JN within 28 days of your stay or e-mail office@hini.org.uk .

In extreme cases you can call (028) 9032 4733, open Monday – Friday 09.00 – 16.30 and we will endeavour where possible to resolve the difficulty.

Governing Law

The contract between HINI and the customer, and any matters arising from it, will be governed by U.K. law. Northern Ireland courts will have exclusive jurisdiction to deal with all disputes.

How to Book

Individual bookings can be made on line through www.hini.org.uk or a number of external booking agencies, by contacting the hostel required or in person at the hostel during opening hours.

Changing or Cancelling a Reservation

All cancellations or refund requests should be directed to the relevant hostel or to head office at least 24 hours in advance or full payment will be due. For group bookings, please see the terms you were sent by the hostel when you made your reservation.

Arrival and Departure

Check in times vary by both hostel and time of year; please check hini.org.uk for details.

On departure, guests are expected to leave the hostel by the required departure time, notified at each hostel reception, normally 11.00 hours.

Requirements of a Group Booking

Group bookings are defined as an organised group of 6 people or more.

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.

The Lead Person is required to be resident within the hostel throughout the duration of their booking.

The Lead Person must be aged 18 years or over.

For all group bookings, HINI must have a direct mobile contact with the lead person whilst travelling, and a contact email address.

Arrival and Departure

On arrival at the hostel 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 hostel reception staff.

The normal arrival time at a hostel is no earlier than 17.00 hours. Some hostels may be able to accept earlier arrivals but this should be confirmed with the individual hostel in advance. Luggage storage for early arrivals may be available at the hostel, but this should be checked with the hostel in advance.

Groups wishing to arrive later than 18.00 hours on their arrival day should notify the hostel at time of booking to retain the accommodation booked.

Guests are expected to leave the hostel by the required departure time, notified at each hostel reception, this is normally 11.00 hours.

On arrival, for group parties, the lead person must agree to be responsible for the discipline 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 the hostel if behaviour is unacceptable. Any damage to the hostel or its contents will be charged to the group.

Groups with Children

To ensure the rights of children are protected and risk minimised, HINI accommodate children travelling as part of a bona fide group or school through the following:

Young people over 5 years and under 18 years will be accommodated in same sex 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.

HINI requires the Lead Person to hold in their possession medical details and emergency contact details for each child in their care and make this available to HINI staff in emergency situations.

The Lead Person is responsible for the behaviour of children in their care at all times. HINI do not accept responsibility for the care and supervision of children in our hostels.

The Lead Person and all group participants are expected to adhere to the HINI Code of Conduct at all times.

Mixed sex groups should ensure they have adequate leaders of both sexes. 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.

Safety

Activities can be potentially hazardous by their nature and individual customers must accept that participation is at their own risk.

We check with all third party activity providers that their instructors and leaders are carefully vetted and qualified for the activities that they control. Participants must agree to abide by the decisions and directions of the leader/instructor.

The Customer must advise the leader/instructor if they suffer from any medical condition, or are taking any medication, which may affect their ability to undertake the activity they have chosen.

Subject to not infringing the participant's legal rights, neither the Association nor its servants or agents is liable for loss, injury, accident or damage which may arise during the holiday, or as a result of it, and every Customer taking part shall be in every respect at his or her own risk.

Hire-a-Hostel

The HINI Hire-a-Hostel scheme allows a customer or group to hire a whole hostel for exclusive use, normally during the winter season. No other customers can use the hostel at the same time, and the Hire-a-Hostel customer has full use of all hostel facilities except catering kitchens (unless specific arrangements are agreed in advance. Self-catering kitchens are available in all Hire-a-Hostels).

The facilities available in Hire-a-Hostel are the same as those available during the normal open season. This means that the accommodation is usually in bunk bedded rooms.

You can bring any number in your group, up to the **maximum number of beds available** for your chosen Youth Hostel (full details are in the relevant Hostel profile). Fire Regulations require that we know the actual number of people in your group, which should be confirmed to the youth hostel two weeks prior to your arrival date.

Any large changes (more than 5 persons – and not exceeding Hostel capacity) should be notified to the youth hostel up to the arrival date.

HINI 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.

What is Included

You will have use of a fully furnished Youth Hostel. To give you the peace and freedom that our Hire-a-Hostel users are looking for, the Hostel Manager or staff member may be resident during your stay.

All utility costs (gas, electricity, water etc) are included in the price of the Hire-a-Hostel.

All bed linen is supplied at the hostel, but you will need to bring your own towels and toiletries. Please do not use your own sleeping bags.

The Hostel Manager or staff member will clean the toilets and shower areas if you are booked for more than two nights.

Catering equipment and crockery may be limited due to the size of the hostel you have chosen. If you have any special requirements, it is best that you check before continuing with your booking that the facilities are suitable for your needs.

Responsibilities of Lead Person

Each group staying in Hire-a-Hostel must have at least one designated Lead Person. This is usually the person who makes the booking. HINI will deem this to be the case unless a written and signed agreement is received from another designated person(s).

The Lead Person must be 25 years old or over and must be staying with the group for the whole rental period.

The Lead Person is responsible for the payment of the booking, the safety of the group and the general housekeeping of the hostel during the stay. The designated Lead Person will be liable for any damage to the property.

Groups with large numbers of junior (under 18 years) members will require a leader ratio of at least one leader per eight juniors as per our standard group terms and conditions.

It is the responsibility of the Lead Person to ensure that all members of the group are fully aware of the terms and conditions.

You are asked to take due care of the Hostel and its equipment during your stay. You should check on arrival and report any shortcomings, damage or missing items immediately to the Hostel Manager or staff member. Your group should keep the kitchen, lounge and bedrooms clean and tidy throughout your stay.

The Lead Person is expected to report any damage caused by any member of your group immediately to the Hostel Manager or staff member. Failure to do so may compromise the safety of your group during your stay for which HINI will take no responsibility.

Any damage to the hostel or its contents will be charged to the group.

Where there are no recycling facilities available we kindly ask that you remove all cans, bottles, newspapers etc. to your local recycling point. Guests are responsible for the removal of all rubbish from the hostel.

Young Children

If you intend to bring young children we must be notified at the time of booking.

We welcome all ages. However, some of our hostel buildings and fittings have not been designed for very young children. Some hostels do provide equipment (cots/high chairs). Please check with the hostel before arrival.

Parents/guardians should be fully responsible for and be especially mindful of young children in communal areas such as kitchens.

HOSTELING INTERNATIONAL NI (HINI) PRIVACY POLICY

HINI respects your privacy and is committed to protecting your Personal Data. This Privacy Policy explains how we look after your Personal Data, how we use the information we collect and will tell you about your privacy rights and how the law protects you.

HINI will keep its Privacy Policy under regular review. It is important that the personal data that we hold about you is accurate and current. Please keep us informed if your personal data changes during your relation with us.

1. CONTROLLER

HINI is a data controller and a data processor under the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. HINI is registered with the Information Commissioners Office, registration number Z2143910.

If you have any questions about this Privacy Policy or our privacy practices, please contact us in the following way:-

E-mail: Office@hini.org.uk

Tel: 028 9032 4733

Post: HINI Head Office, 22-32 Donegall Road, Belfast, BT12 5JN

2. HOW WE COLLECT YOUR INFORMATION

HINI will collect information about you in a number of ways:-

- When you book accommodation;
- When you check in;
- When you contact us;
- When you apply for a job with us;
- When you apply to become a HINI member;
- When you use our website;
- When you book accommodation through third party websites;
- When you interact with us on-line.

3. THE DATA WE COLLECT ABOUT YOU

HINI may collect the following types of personal data about you:-

- **Identity Data** includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- **Contact Data** includes billing address, delivery address, email address and telephone numbers.
- **Financial Data** includes bank account and payment card details.

- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- **Profile Data** includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- **Usage Data** includes information about how you use our website, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data where the law allows us. Most commonly, we will use your personal data in the following circumstances.

- Where we need to perform the contract we are about to enter into or have entered into with you;
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights to not override those interests.
- Where we need to comply with legal obligations.

Generally we do not rely on consent as a legal basis for processing your personal data although we will get your consent before sending third party direct marketing communications to you via e-mail or text message. You have the right to withdraw consent to marketing at any time by contacting us.

We use your personal data in the following ways:-

- To complete your booking;
- To provide the services that you require;
- To administer and protect our business and this website
- To use analytics or improve our website;
- To record any accidents or incidents that you may have been involved in or witnessed in one of our HINI sites.

5. DATA RETENTION

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, for example, to satisfy any legal, regulatory, tax, accounting or reporting requirements. By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

6. INFORMATION SECURITY

We put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents contractors and other third parties who have a business need to know, they will only process your personal data on our instructions and they are subject to a duty of confidentiality.

7. CHILDREN

Bookings can only be made by customers aged 18 years and over. If information is provided to HINI about children under 18 years old, then you confirm that you are the parent or legal guardian or you have consent of the parent or legal guardian to provide that information.

8. CCTV

All HINI hostels have CCTV installed in the reception areas to ensure safety and security. CCTV footage will only be viewed when necessary and the footage is automatically erased on a rolling three month basis.

9. DISCLOSING YOUR INFORMATION

For groups who stay at our Belfast Youth Hostel, we pass your name and e-mail address to our contracted caterers who will send you a single e-mail to make you aware of the catering options at the Belfast Youth Hostel. If you do not respond to this e-mail you will receive no further correspondence from them. .

HINI may release your information to law enforcement or other authorities (such as hospitals or ambulance service) where we are under a legal obligation to do so or where doing so is in your vital interests.

When making a booking to stay with us, whether directly through ourselves or through a third party, we retain your name, address, payment and contact details on our secure booking system (Backpack).

Backpack is owned and managed by Hostelworld (the data “processor”). Hostelworld erase card details on Backpack automatically 180 days after your departure.

Please note that online bookings made through hini.org are also processed by Hostelworld’s booking system.

We will only transfer your personal information to third parties who have undertaken to us that they have in place adequate technical and organisational measures to protect that information

The data that we collect from you will be processed in the United Kingdom and may be transferred to, processed or stored at, a trusted third-party destination within the European Economic Area (EEA).

10. YOUR RIGHTS

You may at any time:-

- Request access to your personal data;
- Request correction of the personal data that we hold about you;
- Request erasure of your personal data;
- Object to processing of your personal data;

- Request restriction of processing of your personal data;
- Request the transfer of your personal data to you or a third party;
- Withdraw consent at any time where we are relying on consent to process your personal data.

We may need to request specific information from you to help us confirm your identity and ensure that personal data is not disclosed to any person who has no right to receive it.

You have the right to make a complaint at any time to the Information Commissioners Office (ICO), the UK Supervisory Authority for data protection issues. We would however appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance as follows:-

E-mail: Office@hini.org.uk

Tel: 028 9032 4733

Post: HINI Head Office, 22-32 Donegall Road, Belfast, BT12 5JN