

Terms and Conditions

Hostels and Campsites Bookings



These terms and conditions of booking will, along with other documents form a booking contract between the person using the Hostel or Campsite (the customer) and Orkney Islands Council.

1. Making a Booking

Bookings can be made on-line, by telephone or by e-mail. **We require full payment at the time of booking to secure your reservation.** You will then receive a booking confirmation e-mail to confirm your booking.

2. Booking Errors

The customer must contact Orkney Islands Council at the first opportunity if they believe there has been an error made with their booking. If a booking shows evidence of an error, we offer a suitable alternative or where necessary, cancel your booking and provide you with a full refund.

3. Booking Cancellations/ Amendments

In the event of a cancellation/amendment to a booking, a charge/admin fee may be incurred. Please note the below:

Cancellation received with:	Charge to be paid:
1 month or more notice.	No charge other than an admin fee.
0 days to 1 month notice.	Full contract price.
Amendments:	Charge to be paid:
Admin fee for cancellations or amendments (including telephone bookings which can be made online).	As per the charges register for financial year.

We cannot accept responsibility or compensation for circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government. All cancellations must be received in writing (email is accepted) and if your cancellation is 30 days or less before your arrival date you will not be entitled to a refund unless your pitch can be re-sold when the site is fully booked. We strongly recommend that you take out travel insurance to cover your losses in the event of having to cancel your booking.

It may be necessary to make alterations to your booking in advance of your stay. We will contact you to discuss any changes as soon as possible and offer you the following options:

- Accept the alternative arrangement.
- Choose another available vacancy from us at the advertised price.
- Cancel your reservation with a full refund of any money you have paid.

4. Data Protection

Information collected at the time of booking is required for the purpose of processing your reservation at the Hostel/Campsites. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for such marketing purposes, please inform the council at the time of booking. CampManager Ltd may contact you on behalf of Orkney Islands Council, inviting you to complete a questionnaire to review your stay.

5. Rules and Regulations

Campsites: Your pitch will be available from 14:00 on the day of arrival, please ensure you pitch your tent or park your vehicle as allocated on the site map to ensure site regulations are adhered to. Check out is before 10:00 on the day of your departure. There may be times where some facilities are closed for cleaning.

Hostels: Check in will be available from 17:00 on the day of arrival, please ensure you contact the warden of the hostel/centre to confirm arrival time. Check out is before 10:00 on the day of your departure. The Hostel will be closed from 10:00 to 16:00 for cleaning purposes. Wardens will advise parties which areas will be out of bounds during these times.

All sites: The person completing the booking is responsible for the conduct of their party. It is their responsibility to ensure all members of their party have read and understand the site rules and regulations and abide by them. Failure to disclose all relevant information or comply with these terms may lead to termination of any booking without refund.

All members of the party shall not bring or permit any article which is or may become illegal, dangerous, offensive, combustible, inflammable, radioactive or explosive and no activity will take place which prejudices the Orkney Islands Council insurance arrangements.

The person named on the booking/enquiry form shall be liable for and shall indemnify Orkney Islands Council against any expense, liability, loss, fine, claim or proceedings whatsoever, arising under any statute or common law arising out of or in the course of or caused by the hirer except to the extent that the same is due to any act or neglect of the Hostel/Campsite its employees or agents.

The Hostel/Campsite shall not be liable for any loss or damage to the property of the customer or any such agent or person associated with the customer not due to the fault of the Hostel/Campsite its employees or agents. In the case of loss or damage to the property, it shall be reported and noted by a staff member at the time of discovery thereof and reported to the Police within 24 hours.

The customer shall be liable for and shall indemnify Orkney Islands Council against any expense, liability, loss, fine, claim or proceedings in respect of any injury or damage whatsoever to any property in so far as such injury or damage arises out of or in the course of or by reason of the provision of the hirer. It is the responsibility of the customer to have in place public liability insurance for the event in which they are responsible.

Pets are not permitted in our Hostels except for guide dogs.

Dogs (maximum 3 per pitch) are welcome on our **Campsites**. Dogs must be kept on a lead at all times. Dogs should never be left unattended and any mess cleared up immediately. If we think your pet is causing a nuisance or damage, you will be required to remove it from the campsite.

Orkney Islands Council reserves the right to ban individuals from future use of its facilities.