

Terms and Conditions

Hostels and Campsites Bookings



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

1. Making a Booking

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

2. Booking Mistakes

If a booking shows evidence of what deems to be a mistake, we will aim to contact you within 48 hours to confirm the mistake and to rectify the problem by offering 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 see table below.

Cancellation Received with:	Charge to be paid:
1 Month or More notice.	No Charge other than an Admin Fee.
0 Days – 1 Month's 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 some alterations to your booking in advance of your holiday. If such change is required, we will contact you to discuss any changes as soon as possible and offer you the following options:

- Accept the alternative arrangement notified by you.
- 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 taken at the time of booking is required to be collected for the purposes 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 described in this paragraph, please inform the council at the time of booking. CampStead Ltd may contact you on behalf of Orkney Islands Council, inviting you to complete a questionnaire to review your stay.

Due to the Scottish Government's Test and Protect regulations, we now require names and date of birth of all guests who use our facilities. **You must provide this information at the time of booking.**

5. Rules and Regulations

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 at all times. Failure to disclose all relevant information or comply with these terms may lead to termination of any booking without refund.

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 attached site map to ensure site regulations are adhered to. Check out is before 10:00 on the day of your departure. Communal facilities, toilets, showers and wash areas will be closed during daily cleaning to public.

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. Hostel/Centre will be closed from 10:00 to 16:00 for cleaning purposes, wardens can advise parties (who have more than one-night accommodation booked) what areas will be out of bounds during these times.

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/Campsites its employees or agents.

The Hostel/Campsite shall not be liable for any loss or damage to the property of the hirer or any such agent or person associated with the hirer 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 hirer 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 hirer 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 under control and on a lead at all times and should never be left unattended and any mess cleared up immediately. If we think your pet is causing a nuisance or caused any 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. If guests are not adhering to the Scottish Government physical distancing guidance and current advice, they may be requested to leave the facility.