



The Swiss Youth Hostels' General Terms and Conditions of Business

Valid until 2nd december 2018

1) Area of application

The Swiss Youth Hostels' Terms and Conditions of Business apply to all reservation inquiries and reservations at youth hostels operated by the Swiss Youth Hostels.

2) Membership

The Swiss Youth Hostels are a membership organisation. In order to be able to stay overnight at a youth hostel, a membership card is required.

There is a choice of the following categories:

Annual membership cards (valid for 12 months from the date of issue)

Junior up to a person's 18th birthday	CHF	22. –
Adult as from a person's 18th birthday	CHF	33. –
Senior as from a woman's 64th birthday	CHF	22. –
Adult as from a man's 65th birthday	CHF	22. –
Families	CHF	44. –
Groups – individually and non-transferable	CHF	55. –
Groups – individually and transferable	CHF	99. –

One-day membership cards (valid on the day of issue)

Junior, Adult and Senior	CHF	7. –
Families	CHF	14. –

Family memberships are available for a father and/or mother with at least one child up to his/her 18th birthday. On request, partners and children up to their 18th birthday receive a personal card free of charge (abroad, one card per person has to be shown).

Group cards are valid for leaders, at least 18 years of age, of groups of ten or more persons.

3) Lodging agreement and payment

The lodging agreement is concluded directly and exclusively between the person booking (guest) and the youth hostel he/she wishes to stay at.

If a lodging agreement in writing is requested, this is to be returned, duly signed, to the youth hostel within 10 days after receipt. Otherwise the reservation is invalid.

The guest has to pay the price for an overnight stay confirmed by the youth hostel, including additional services and visitor's taxes, at the youth hostel at the time of checking in.

The youth hostel is entitled to charge a supplement for empty beds in a booked room.

4) Payment in advance

In order to guarantee a booking, the youth hostel is entitled to request a payment in advance. If a payment in advance is requested, the same has to be made by the due date stated.

In the case of bookings using the internet reservation system, the booking is to be paid immediately at the time of booking.

5) Cancellation terms

The guest is obliged to directly notify the youth hostel booked by him/her in writing, and as soon as possible, of all changes to the agreement.

Cancellations of a reservation and any reduction in the number of participants or the period of stay have to be notified to the youth hostel by registered letter. This remains without financial consequences until the 31st day before the arrival. From the 30th day before the arrival, cancellation costs amounting to 50% of the total price of the arrangement are due, from the 14th day 80% and on the day of the arrival 100%.

We recommend you to take out a cancellation costs insurance.

6) Cancellation costs insurance

The insurance against cancellation costs covers the costs that are contractually due, for example if illness or an accident prevents you from travelling or forces you to end your stay early.

You may take out the insurance directly when making a reservation at a Youth Hostel. The premium amounts to 4% of the package price. You are insured from the day of the booking. The conditions for the insurance are available at www.youthhostel.ch.

7) Arrival

Arrival is possible during the opening hours of the reception desk. Please note, in particular, the opening hours of the individual youth hostels.

We would ask guests who have not made any payment in advance to arrive by 6.00 p.m., or to give notice of a later arrival to the youth hostel by telephone.

Reservations without any payment in advance are regarded as binding until 6.00 p.m. on the day of arrival. If the arrival does not take place by 6.00 p.m. and if notice is not given by telephone of a later arrival, the youth hostel is free to allocate the reserved beds or rooms at its discretion.

8) Data protection

Safeguarding your privacy has absolute priority for the Swiss Youth Hostels. It is our endeavour to guarantee you a maximum of data protection and security. The personal data gathered in the course of making the booking (such as your name, e-mail address, etc.) will be stored by Swiss Youth Hostels and used for the correct processing of your reservation, booking and stay in our youth hostels as well as for customer survey, advertising and statistical purposes. Your e-mail address and your personal data are treated confidentially and are not passed on to third parties.

Your credit card details are not stored. At the end of the booking procedure, they are transmitted in encrypted form directly to the credit card companies and validated.

9) Legal venue

The legal venue is at the Swiss Youth Hostels' registered office in Zurich.