



General Terms and Conditions of Swiss Youth Hostels

Valid from 3 December 2018

1) Area of application

The General Terms and Conditions of Swiss Youth Hostels apply to all reservation enquiries and reservations at youth hostels operated by Swiss Youth Hostels.

2) Membership

Swiss Youth Hostels is a membership organisation. A Hostel Card is required in order to become a member.

Hostel Card Standard

The Hostel Card Standard is included in the room rate and is valid from the day of arrival up to and including the day of departure in the youth hostel in which you are staying.

Hostel Card Premium

The Hostel Card Premium can be purchased and is valid for 12 months from the issue date. Hostel Card Premium holders benefit from a discount in all youth hostels of Swiss Youth Hostels for bookings made directly through youthhostel.ch, the booking centre of Swiss Youth Hostels or with one of our youth hostels. The Hostel Card Premium also provides access to many other benefits as listed on youthhostel.ch.

3) Lodging agreement and payment

The lodging agreement is concluded directly and exclusively between the person booking (the guest) and the youth hostel at which they wish to stay.

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

The guest must pay the price of accommodation confirmed by the youth hostel, including additional services and visitor taxes, at the youth hostel at the time of check-in.

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

4) Payment in advance

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

In the case of bookings via the online reservation system of Swiss Youth Hostels, the booking is to be paid for immediately at the time of booking.

5) Cancellation terms

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

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

We recommend that you take out cancellation insurance.

6) Cancellation insurance

Cancellation insurance covers the cancellation costs that are contractually due if, for example, you have to cancel your stay or end it early due to illness or an accident.

You can purchase the insurance when you make a reservation at the youth hostel. You are insured from the day of the booking. The terms and conditions of insurance can be viewed at www.youthhostel.ch.

7) Arrival

Arrival is possible during the opening hours of the reception desk. Please note the specific opening hours of the individual youth hostels. Guests who have not made a payment in advance should arrive by 6 pm, or give notice of a later arrival to the youth hostel by telephone.

Reservations without any payment in advance are regarded as binding until 6 pm on the day of arrival. In the event of non-arrival by 6 pm and if notice of a later arrival is not given by telephone, the youth hostel is free to allocate the reserved beds or rooms at its discretion.

8) Data protection

Protection of your privacy is an absolute priority for Swiss Youth Hostels. We strive to guarantee the highest possible data protection and security. The personal data collected as part of the booking process (e.g. name and email address) are stored by Swiss Youth Hostels and used exclusively to process your reservation and booking correctly, and for the purposes of your stay in our youth hostels. Additionally, we anonymise the data and use it for statistical and analytical purposes. We use your data only for the purposes of customer surveys and advertising with your express consent. Your personal data is always treated as confidential and is disclosed to third parties only in justified cases. Please see the Data Protection Policy of Swiss Youth Hostels on the website youthhostel.ch.

Your credit card details will not be stored. At the end of the booking process, your card details are transmitted directly to the credit card company over an encrypted connection and validated.

9) Legal jurisdiction

The legal jurisdiction is the registered office of Swiss Youth Hostels in Zurich.