



## General Terms and Conditions of Swiss Youth Hostels

Valid from 1 July 2020

### 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. The following memberships are available:

#### 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](http://youthhostel.ch), the booking centre of Swiss Youth Hostels or with one of our youth hostels. The discount is currently CHF 7 per person per night including VAT (excluding prices for children); there are special conditions for groups and children in their parents' room (excluding double rooms). The Hostel Card Premium also provides access to many other benefits as listed on [youthhostel.ch](http://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 the reservation and reduced numbers of participants or duration of stay must be communicated to the respective Youth Hostel in writing either by letter or e-mail. This notification shall only be deemed given once the youth hostel has issued a confirmation. Cancellations are free of charge up to 14 days prior to arrival. In the event of a late cancellation (less than 14 days prior to arrival), failure to appear or early departure, the total amount will be payable.

Non-refundable booking: Any changes or cancellation of the booking is subject to a fee. No refunds are possible. The entire amount of the booking is due for payment immediately.

In case of group bookings, large events or special events, deviating cancellation conditions shall apply as per the accommodation contract/reservation confirmation.

We recommend that you take out cancellation insurance.

### 6) Cancellation insurance

Cancellation insurance covers the cancellation costs that are contractually due if, for example, the stay has to be cancelled or ended early due to illness or an accident.

Insurance can be taken out during the booking process on [youthhostel.ch](http://youthhostel.ch) or at the youth hostel directly. The insurance cover is valid from the booking date. The insurer's terms and conditions apply. These can be viewed at [www.youthhostel.ch](http://www.youthhostel.ch).

### 7) Arrival

Arrival is possible during the reception desk's opening hours. Attention must be paid to each youth hostel's special opening hours.

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.

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, the youth hostel is free to allocate the reserved beds or rooms at its discretion.

### 8) Data protection

The protection of our guests' privacy is an absolute priority for Swiss Youth Hostels. We strive to guarantee the highest possible levels of data protection and security for our guests. The personal data collected as part of the booking process (e.g. name and email address) is stored by Swiss Youth Hostels and used exclusively to process the reservation and booking correctly, and for the purposes of the stay in our youth hostels. Additionally, we anonymise the data and use it for statistical and analytical purposes. We only use our guests' data for the purposes of customer surveys and advertising with their express consent. Our guests' personal data is always treated as confidential and is disclosed to third parties only in justified cases. The Privacy Policy of Swiss Youth Hostels is available on the website [www.youthhostel.ch](http://www.youthhostel.ch).

We do not store our guests' credit card details. At the end of the booking process, the 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.