YMCA Brunel Group can provide accommodation for groups up to 180. We are the largest provider of group accommodation, with our large fitness suite, laundry, restaurant and conference rooms, our facilities are unrivalled in the city.

Copies of current fire certificate, safety policy, gas/electrical testing certificate, hygiene certificate, insurance policy including public liability are available by request.

**Bookings**

Provisional bookings can only be held for a maximum of 2 weeks. A deposit of 10% is required to confirm the booking on receipt of the invoice and the balance is due 6 weeks before arrival.

**Payment**

Payments can be made by bank transfer or credit card, the balance of payment must be paid 6 weeks before arrival.

**Restaurant**

Our restaurant can seat up to 60 guests at one sitting; two or three sittings can be arranged if necessary, and meal times to suit the group. Our Restaurants opening hours are:

**Breakfast 7am – 10am Weekdays 8am – 10am Weekends**

**Lunch 12pm – 13.00pm**

**Evening Meals 17.30pm – 19.30pm**

Menus are personalised to the group; all dietary needs can be catered for.

A Light breakfast is included in the accommodation charge. Group’s meals can be ordered when making a group booking or 2 weeks prior to arrival.

If meals have been ordered a minimum of 72 hours’ notice need to be given to prevent cancellation fees being applied.

**Behaviour**

We expect teachers/group leaders or sporting coaches to be responsible and supervise their group at all times.

Although we want all our guests to enjoy their stay at the YMCA, group members should respect there are other residents in the hostel and to keep noise levels to a minimum after 11.00 pm. If groups are extremely disruptive we will report the conduct of the group to the School, College, University of Sporting association e.g. RFU.

Any damages will result in the group being invoiced for costs.

Upon arrival group leaders are required to complete a group conduct and noise indemnity form.

**Cancellation fee**

Our deposit is non-refundable and must be paid at the time of the booking confirmation. All prices include VAT at 20%.

Payment may be made by Master Card, Visa, Switch, or bank transfer.

Please note that a reservation is a contract in law and for a cancellation without due notice you could be liable for the whole cost of the stay.

Cancellations must be made in writing or email.

|  |  |
| --- | --- |
| **Notice given** | **Cancellation fee charged** |
| 3 – 2 weeks | 75% of total invoice |
| Less than 2 weeks | 100% of total invoice |

If we are open, but you choose not to travel because of the weather, this will be treated as a normal cancellation and the terms outlined above will apply.

**General**

The YMCA shall not be held liable for any loss or damage to property of the guest, in the case of loss or damage it should be reported to the Duty Manager at the time of discovery and reported to the Police within 24 hours.

The YMCA shall not be liable for failure to provide accommodation if the cause is beyond our control, including, (without limitation), terrorist activity or serious potential for terrorist activity whether in the YMCA or in the proximity of the YMCA or in the UK or worldwide or civil action, natural disaster, fire, epidemic, bad weather, governmental or regulatory action, Pandemics, Act of God, failure of power or machinery, failure of or interruption of services and utilities and or similar events outside the YMCAs control.

**RESERVED RIGHTS**

From time to time, we perform maintenance and repairs with in our properties. Except in instances where this prohibits the use of your reserved bed, we reserve the right to perform maintenance duties as required or scheduled.

**Our Pandemic Guarantee**

Our Covid-19 Pandemic Guarantee provides the reassurance you need to book your next stay with THE YMCA.  We are extremely proud that we have been given the Visit Britain Good To Go Certification, this will reassure you that if you have a booking with us you will receive our best care and attention.

Should we face another situation like the Coronavirus pandemic that brought the World to a halt we are ready for it.

We want you to feel assured that any bookings you have with us will be guaranteed, therefore we’re applying our Pandemic Guarantee to all future bookings – regardless of when you booked or the terms and conditions that were in place at the time.

If you are unable to proceed with your booking due to Worldwide Travel Bans, Government restrictions related to Covid-19 which prevent you from travelling to our Hostel or enforced self-isolation, you will be able to choose from one of the following options:

1. Transfer your booking to a later date

Subject to availability we will move your booking to a later date, with no admin fees or penalties\*

1. We will hold your deposit / payment until you are safe to travel within a year Subject to availability we will hold your payment securely until you are able to rebook with no admin fees or penalties\*
2. Request a refund

We will refund you the full amount you have paid for your booking and hope that we will be able to accommodate you in the future.

\* Please be aware that if the cost of your new booking is higher than your original booking, then you’ll need to pay the difference.

† The Covid-19 Pandemic Guarantee applies to bookings made directly with YMCA Brunel Group and excludes any bookings through third party sites. It does not replace our Standard Booking Terms & Conditions. It will be reviewed regularly and is subject to change without prior notice.

We may revise these terms at any time as required. Last updated 24th July 2020 2020