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**Terms and Conditions for Group Bookings**

YMCA Bath can provide accommodation for groups up to 180 guests. We are the largest provider of group accommodation, with our fitness suite, laundry, restaurant, conference rooms and 24-hour reception. Our reception and housekeeping staff are DBS checked.

Copies of fire certificates, safety policy, gas/electrical testing, hygiene certificate, insurance policy are available by request.

**Bookings**

Provisional bookings can only be held for a maximum of 2 weeks. A deposit of 20% is required to confirm the booking on receipt of the invoice, the balance of the invoice is due 6 weeks before arrival.

**Payment**

Payment can be made by bank transfer or credit card.

**Restaurant**

Our restaurant can seat up to 60 in one sitting; two or three sitting can be arranged if necessary.

* Menus are personalised to the group
* Dietary requirements can be catered for when making the booking.
* Menus choices should be returned 2 weeks before arrival.
* Meal times will be arranged with the group before arrival.
* If meals have been ordered we require a minimum of 72 hours’ notice of cancellation to prevent fees being applied.

A light breakfast is provided on a Saturday and Sunday morning which is included in the room price between March to October.

Our restaurant has a microwave, kettles, toasters, air fryer, halogen hobs, crockery and cutlery plus a washing up area for guests to use.

**Behaviour**

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

We would expect group leaders to be DBS checked if accompanying young people under 18.

Although we want all our guests to enjoy their stay at the YMCA, group members should respect there are other guests staying 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 or 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**

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

Payments may be made by Mastercard, 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 your stay.

Cancellations must be made by email. We cannot accept phone cancellations.

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| Notice Given | Cancellation fee |
| 4 weeks or above cancellation | 80% refund (20% non-refundable deposit not refunded) |
| 4 weeks or less cancellation | 100% of invoice not refunded |

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 damaged 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 action, natural disaster, fire, epidemic, bad weather, governmental or regulatory action, Act of God, failure of power or machinery, failure or interruption of services and utilities and or similar events outside the YMCAs control.

**Reserved Rights**

From time to time, we need to perform maintenance and repairs within our properties. We will endeavour to work around your stay, however in instances where this prohibits the use of your reserved bed, we reserve the right to perform maintenance duties as required or scheduled.

**Luggage Storage Policy for Dormitory Guests**

If you have booked a dormitory, you may store a maximum of two suitcases/bags in our storage areas before arrival and on the day of checkout. Due to limited space, any additional luggage will need to be kept with you.

Please note, we are not responsible for any loss or damage to luggage stored in the dormitory.