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- >> We require payment in cash or card upon arrival.
- >> After check-in, there is no refund under any circumstance.
- >> Deposits paid are non refundable.

### \*\*\* Notice:


If your booking is over GBP 50.00, Walrus Inns Ltd may contact you via e-mail to request a payment for the first night of your reserved stay in advance, as a deposit. Failure to reply to this e-mail or complete the requested payment within time limit may result in the cancellation of your booking.

## Cancellations

Any cancellations, both total or partial for hostel bookings, regardless of the hostel agent site used (eg. Hostel World, Hostel Bookers, etc...), are subject to a 48 hour cancellation policy.

Cancellations must be made within 48 hours of scheduled arrival date at the hostel.

Cancellations can be made in person or via e-mail. **We no longer accept cancellations over the telephone.** Your cancellation is complete when you receive a written confirmation from our staff via e-mail (from [thewalrushostel@gmail.com](mailto:thewalrushostel@gmail.com)).



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[www.TheWalrusBarAndHostel.co.uk](http://www.TheWalrusBarAndHostel.co.uk)

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## Age & Identification Restriction Policy

### \*\*\*Important Information\*\*\*

Bookings cannot be accepted from any person under the age of 18 unless they are accompanied by an adult [over 25 yo – Legal Guardian or Parent(s)]. Bookings under qualifying circumstances must book a private room to ensure maximum safety and easy supervision of children under age. If staying in a single sex dorm/room the adult and minor must be the same gender.

Anyone under the age of 16 must stay in a private room accompanied by an \*adult [\*parent(s) / legal guardians over the age of 25 – \*\*unless written, valid authorisation given by parent/legal guardian is provided, see below] and cannot stay in shared dorms with other travellers.


\*\* Written authorization signed by parents / legal guardians are only valid if copies of parents' IDs are attached.

Couples under 18 years of age are not allowed to share a private room, regardless of written consent by parents / legal guardians. In compliance with Licensing Law, all under 18s will be asked to leave the downstairs Bar after 8pm.

If you book before reading our age restriction policy and are coming with a person under age please e-mail [thewalrushostel@gmail.com](mailto:thewalrushostel@gmail.com) as soon as possible and inform us of the situation.

We reserve the right to cancel any reservation that fails to imply to our Age Restriction Policy, at any time.

Unlike some hostels we do not have an upper-age limit. Most of our guests are backpackers in the 18 to 30 age range. Please be aware that you may be assigned to a top bunk and that we do not have elevators.



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## Arrivals & Departures

New arrivals can check into their rooms after 2pm each day. Guests may arrive earlier and leave their luggage at the hostel but access to rooms will not be granted until after 2pm.

Departing guests must remove all their belongings from their room, and check out, before 11am. After this time guests may make use of luggage storage facilities, but all possessions must be removed from the room and the security card handed back to reception.

### Check-In


We do require that some form of valid photo identification is presented upon check in. These include: valid Passports, National Identification Cards (ID), or Driving Licenses.

We reserve the right to decline check-in and cancel reservations in full if at check-in you seem drunk, in any form intoxicated, aggressive or otherwise unfit from a general health and safety perspective. This is entirely up to our staff to decide.

### Check-Out

Guests must hand all security room cards back to reception, remove all their belongings from the room and check-out by 11am on day of their departure.

In the event of a late check out, you will be asked to pay for an extra night.



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## Group Bookings

### Hostel Reservations for 6 people or over.

- You will be asked to pay a non-refundable deposit of the 1st night of your stay. The balance will be required to be paid 2 weeks before arrival.
- One group leader will be required to give a credit card upon arrival for a "Group Deposit". This will need to be the card holder. We will pre-authorize the card for £300 in case of breakage or for not respecting coach stopping/parking rules.
- If your group is arriving by coach, make sure to contact us for information on where to stop and park.
- If you do not [inform us by e-mail](#) when booking we cannot guarantee for your group to be in the same room/s and depending on availability your booking might be cancelled.
- In the event of Force Majeure (governmental action; fire; flood; insurrection; earthquake; power failure; riot; explosion; embargo, transportation interruption of any kind; terrorist attack; acts of God...) affecting your booking, the company reserves the right to receive any outstanding payments in connection to your confirmed booking.



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## *Bookings over The Xmas / New Year Period*

### **Bookings between 30/12/2016 – 02/01/2017**

- All bookings made for dates between 30th of December 2016 and 2nd of January 2017 require a NON REFUNDABLE 50% deposit. (Deducted from total due on arrival).

The Walrus Hostel will contact you to arrange this 50% in advance. Failure to reply to the Walrus Hostel's e-mails (3 attempts) or complete the 30% payment by deadline stated, your booking may be cancelled.

- Any payments, date changes or cancellations (full or partial) must be confirmed before the 25th of December 2016.

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## Guest Behaviour

The comfort, safety and security of our guests is of paramount importance to us, here at The Walrus Hostel. Any guest(s) who, in the opinion of our staff, compromise the comfort, safety, or security of other guests, staff, or local residents will be requested to leave the hostel premises and will not be offered a refund.

Guests are expected to respect other guests, staff, local residents and property. In the case of groups, the group leaders must ensure that all members of their group behave in an acceptable manner. Failure of any individual group member to do so will result in the expulsion of the whole group.

### **NO SMOKING!**


Smoking is not permitted anywhere within The Walrus Hostel's premises. Any guest found smoking within the building will be asked to leave the premises immediately and will not be offered a refund. A smoking area and ashtrays are provided outside the bar for guests who wish to smoke.

### **Alcohol**

Alcohol is served in the downstairs bar, and guests may consume their own alcoholic beverages in the hostel within designated areas – so long as they are over the age of 18. Any guests under the age of 18 found consuming alcoholic beverages, alongside their guardian(s) and other group members (where applicable) will be escorted from the premises and will not be offered a refund.

### **It is illegal to possess / use / sell hallucinogen drugs in the United Kingdom**

We are therefore obliged by UK LAW to report to MET police anyone to be found/seen/suspected to carry/use/sell or just simply being under the influence of illegal substances. And yes, you'll be also expelled from the hostel without refund. (This ain't Holland, please respect British law while in London at all times!)



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## Personal Property

Guests may use secure lockers located in their rooms or the luggage room on the first floor.


We also offer free use of a **Secure Storage Facility for Valuables** such as laptops, tablets, smart phones, passports etc... You can use this service by handing in your valuables at the bar, we'll provide you with an item number for it (in a cloak room like manner) and store your items in a safe area only accessible by the staff. You can collect your valuable/s during opening hours with the ticket you were given.

**HOWEVER IT REMAINS THE GUESTS' RESPONSIBILITY TO ENSURE THAT THEIR PERSONAL BELONGINGS ARE SECURE AT ALL TIMES.**

The Walrus Hostel accepts no liability for the loss, theft or damage to your property however sustained or caused. Please bring a padlock to use with your locker or you can rent one at reception.

## Left or Lost Baggage or Items

The Walrus is not responsible for any belongings left or lost by guests both in the bar or the hostel. The Walrus may, upon discretion, hold



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## Properties of Walrus Inns Ltd.

You may be held responsible to pay compensation for any damages done by you to the building, furniture and other assets that are the properties of The Walrus Inns Ltd.

## Liability

Except in relation to death or personal injury caused by our negligence, The Walrus Hostel liability remains, at all times, limited to the value of the services booked, excluding any amendment charges paid to us.

## Your Information


We only store and use information you supply to us, or which is supplied to us for the purposes of carrying out our contract with you.

## Errors and Omissions

Any omission or error in sales literature, web pages or sites, order forms, quotations, price lists, order acknowledgements, despatch notes, invoices or other documents issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as it is reasonably possible thereafter.

## Discretion

All bookings are subject to availability and The Walrus Hostel reserves the right to decline any booking at its discretion.



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## Refund Policy

For hostel bookings made in advance over £50.00 a first nights deposit is required and is non refundable.

In the case of any booking (over £50.00) which has been fully, or partially paid in advance, Walrus Inns Ltd is able to refund the cost of the booking excluding the value of the first night only if the cancellation is made by email to [thewalrushostel@gmail.com](mailto:thewalrushostel@gmail.com) 20 days in advance of the arrival date.

## Credit Card

A valid credit card is required as guarantee. For bookings made directly [on our website](#), we charge a service fee of GBP 1.50- only.

## No Shows

In case of a “no show” (that is you booked, didn’t cancel but didn’t show up) we’ll charge the first night’s rate on your card.

## Cancellation Policy

Cancellations and modifications are allowed up to 48 hours prior arrival without any costs. You can do this anytime online using this same booking engine.

## Company Details

Walrus Inns Ltd. – 172 Westminster Bridge Rd SE1 7RW – London, UK

Company registration No:07727725 | VAT No.124727617

Phone : 02079284368 | E-mail Company Secretary at: [mkwzielinska@yahoo.co.uk](mailto:mkwzielinska@yahoo.co.uk)  
(this email is NOT for reservations or cancellations enquiries, for any of these please contact: [thewalrushostel@gmail.com](mailto:thewalrushostel@gmail.com)!)

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## Accessibility

All guests are advised that The Walrus Hostel is a five storey building without elevator facilities or handicapped access – beyond the ground bar floor. Guests with limited mobility are advised to [contact the management](#) at The Walrus Waterloo before considering booking.



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