

Terms & Conditions

Online bookings

The quickest and easiest way to make a booking at Argyle Backpackers is straight through our website, via our online booking system. Once a booking has been made you will receive a confirmation email.

Telephone bookings

If you have questions or would prefer to book over the telephone then please call our reception between the hours of 9am-10pm. Please have handy a valid credit/debit card for the booking deposit. A confirmation email will be sent to you.

Bookings made via third party

Any booking made through third party sites such as Hostelworld or Hostelbookers, will usually be charged a non-refundable deposit. This deposit is taken by the bookings site and not by Argyle Backpackers and any queries regarding this deposit should be made to the appropriate site. The full balance is payable on arrival at Argyle Backpackers.

Booking amendments

You can make amendments to your booking at any point up until the day of arrival. **However once you have arrived at Argyle Backpackers and paid the balance of your booking in full there can be no refunds if you decide to shorten your stay.** Please be sure of the dates you would like to stay before paying in full.

If you would like to extend your booking please tell us as soon as possible to make sure we can fit you in. In some instances it may be necessary for you to change rooms although we do our best to avoid this.

We do not allow open ended bookings. If you need to amend the dates of your booking you will need to know what dates you would like to change them to otherwise we will treat it as a cancellation.

Amending the dates of your booking is subject to availability. We are pretty flexible and will change if we can but if the dates you require aren't available and you need to cancel there will be no refund of your booking deposit.

If we need to amend your booking

We will only amend a booking you have made with us if we need to change your room. We will only do this if we are moving you to a room that is equal in standard or better than the room you originally booked. If we need you to move into a lesser room we will always endeavour to contact you first and gain your permission before doing so. You will always have the choice to accept or refuse. If you refuse you will either be given the option to stay in your original room or will be offered a full refund.

Deposits

All bookings (whether booked via our website or over the phone) will require a credit/debit card to pay a first night non-refundable deposit **(NON refundable if you want to cancel even if it is 48 hours prior arrival)**. These card details are entered into our secure system, to which access is restricted.

If any damage is made or an action is committed which requires compensation then we reserve the right to charge the card we have saved on our system that paid the deposit. This may be whilst you are here or in your absence. We will do our best to inform the card holder by email or phone of any changes we have made.

Group bookings

If you are booking for more than 4 adults please contact the hostel first. On arrival we will ask for additional card details from the group leader as a security bond deposit. If damage is done or an action is committed by any of the group members which require compensation then we reserve the right to charge this credit/debit card. This may be whilst you are here or in your absence. We will do our best to inform the card holder by email or phone of any charges we have made.

Keys

On arrival all guests will be given a key which gives them access to the front door and their room. **There is a £10 cash deposit for the key.** If a key is not returned before your departure the £10 is non-refundable.

Argyle Backpacker Rooms

Towels are available for hire from reception (£1).

Guests are required to strip the bed linen from their bed before departure.

We expect guests to treat the rooms with respect and to leave them in a similar state to how they were found. If you find any breakages in your room when you first arrive please report it immediately to reception to ensure you are not penalised. We reserve the right to charge guests or group leaders for breakages or damages to the rooms or communal areas.

Argyle Backpacker Alcohol Policy

We reserve the right to exclude anyone from the premises whom we deem to be excessively drunk, disruptive or disorderly. This exclusion may be temporary or permanent. If it is permanent NO refunds will be given.

Code of Conduct

We aim to provide a relaxed, friendly and secure environment for our guests. In return we expect our guests to be respectful towards our staff and building.

Any guest who is deemed threatening, intimidating, physically or verbally abusive or displays unacceptable or inappropriate behaviour will be asked to leave the building immediately. NO refunds will be given.

If a guest is caught doing any illegal activities or is caught bringing non-residents into the building then they will be asked to leave the building immediately. NO refunds will be given.

Smoking

This is a strictly no-smoking property. Any person found smoking in any part of the building will be asked to leave immediately. In the instance of a permanent exclusion NO refunds will be given.

The hostel is fitted with a sensitive fire detection system. Any person found to have triggered the alarm through smoking on the premises will be charged £250. We reserve the right to charge your credit/debit card in your absence.

There is a smoking area in the hostel courtyard.

Damages, breakages and mess

All damages or breakages must be reported to a member of staff immediately. Whilst we understand items can break through wear and tear and through no fault of an individual. However when it is deemed a guest is responsible for intentional damage or breakages through their actions the Argyle Backpackers reserve the right to charge without notification the credit/debit card of the guest or their party leader. We will do our best to inform the cardholder in person, by email, or phone of any charges we have made. If a guest leaves a mess of any kind then Argyle Backpackers reserve the right to charge without notification the credit/debit card of the guest or their group leader a Cleaning Charge of £50. We will do our best to inform the card holder in person, by email, or phone of any charges we have made.

Identification on arrival

We require each person who stays with us to be able to provide a valid photographic ID (e.g. driving license, passport etc.) This does not apply to children. This will be photographed and stored securely.

Personal security & property

We have CCTV installed throughout the Hostel. A staff member is available 24hours a day. It is the responsibility of our guests to ensure their personal property is secure at all times. Argyle Backpackers accepts no responsibility for any loss, theft or damage to personal property however caused.

Wi-Fi access and website content

Argyle Backpackers provides Wi-Fi. This is free of charge at the point of arrival. We reserve the right to permanently ban any device that Argyle Backpacker seems to be abusing this facility such as using the network externally or downloading inappropriate or illegal material. In extreme cases we may report devices to the relevant authorities.

Data protection

In accordance with the Immigration Hotel order we will keep a record (name and nationality) of all guests who stay at Argyle Backpackers for a minimum of 12 months. We are also obliged to keep official ID numbers of all foreign guests. All personal information is kept on a secure online system which has restricted access.

Complaints

If you would like to make a complaint against us or feel we have not appropriately delivered a service to you which is in breach of these terms and conditions then please speak to us informally first to see if the issue can be resolved. If you do not feel able to, or feel your issue still hasn't been resolved after speaking to us then notify in writing (by post or email) within 28 days of alleged breach.

We will investigate the matter and will get back to you in writing within 14 days of the receipt of your complaint.

General

Please ensure the details of your booking are correct as we cannot take responsibility for any mistakes made.

Reception is open 9.00am – 10pm daily. Check in is from 2pm till 9pm, check out is by 10.30am. PLEASE CONTACT US if you are planning to arrive after 9PM.

We are here to help you have the best time in Edinburgh and at Argyle Backpackers. Ask us for recommendations and local secrets. We offer free tea, coffee & sugar in our kitchens.

Luggage Store: There is a secure luggage store for you to leave your bags if you check in early or are catching a late bus, train or plane.

TV/Movie Room: Chill out and relax in a quiet, comfy room.

Computer & Printing: We have a computer in our lounge and you can ask reception to print off boarding passes, tickets etc.

Fully equipped kitchen: Microwaves, toasters, pots & pans, crockery etc.

Patio & Garden: If the weather is good then chill out in our garden.

Laundry: We have a laundry service available in the afternoons. The charge is £5 per load.

FAQ's:

Do you take cards?

At Argyle Backpackers we take all cards except Amex , some Maestro and Diners cards.

What if I want to pay by cash?

That is fine but we ask for credit card details also. There is a cash machine a few minutes away.

What time can I check in?

You can check in any time from 2.00pm but if you are planning to arrive before that time we can store our luggage at reception while your room gets ready, however if you are arriving after 22.00 (when reception closes) please let us know so we can arrange access.

What time is check out?

We would request that you vacate your room by 10.30am. We have secure bag storage should you be catching a later train, bus or plane.

Do you have Wi-Fi?

Yes we have Wi-Fi throughout the hostel.

What if I need to cancel my booking?

We take the first night's accommodation as a non-refundable deposit when you make a booking. Should you cancel with more than 48hrs notice you will not be liable for any more than that; should you cancel with less than 48hrs notice, or just not show up you will be charged the full cost of your stay.

Do I need to bring my own linen?

No you don't, we provide all relevant linen.

What about towels?

We don't provide towels but you can bring your own or hire them from us, the cost is £1.00 per towel. These towels are only for use in the hostel.

Where can I park my car?

There are bays available with meters on them that charge by the hour from 8.30am - 5.30pm Mon-Fri, close to the hostel. However there is very little free parking in Edinburgh. You can send us an email with parking enquiry and we will be more than happy to provide you extended information.

Do you allow dogs?

Very sorry ... we don't allow dogs, no matter how well behaved.

Payment Policy

Booking deposit

Argyle Backpackers requires the first night's accommodation for each bed space as a deposit to secure a booking. This deposit is charged at the time of booking and is non-refundable. The remainder is due on arrival and no key will be issued until the balance has been paid.

With organised group bookings 50% of the payment is required on confirmation which serves as a non-refundable deposit with the remainder due no later than 14 days prior to arrival.

Guest records and payment details are kept securely on our online booking system.

Your booking is not confirmed until you receive an official confirmation by e-mail from Reception. Bookings can only be made up to 5 months ahead of your intended stay. Prices are subject to seasonal variation.

Making a payment

The majority of bookings will involve paying by credit or debit card online or over the telephone.

If you would like to extend your booking please tell us as soon as possible to make sure we can fit you in. In some instances it may be necessary for you to change rooms although we do our best to avoid this.

We do not allow open ended bookings. If you need to amend the dates of your booking you will need to know what dates you would like to change them to otherwise we will treat it as a cancellation.

Amending the dates of your booking is subject to availability. We are pretty flexible and will change if we can but if the dates you require aren't available and you need to cancel there will be no refund of your booking deposit.

Cancellation Policy

Cancellations and no-shows

Individuals can cancel their stay with us up to 48hours before their arrival date (by 10:30am on your arrival day). In the event of a no-show or failure to cancel the booking by this time we reserve the right to charge the credit/debit card that was used to make the initial booking the full cost of the stay without notification (charge will be equal to the first 2 nights of your booking). We will do our best to inform the card holder by email or phone about the charges we have made.

If you choose to pay your balance in full in advance of your stay with us please be sure you are confident of your booking. Once paid in full we will not offer a refund in the event of a cancellation or if you reduce your stay.

In all instances the accommodation booking deposit is non-refundable

Group bookings: Should you wish to cancel a booking you can do so up to 30 days prior to the arrival date with no additional charges. Should you cancel less than 30 days before arrival 100% of the booking will be due.

IMPORTANT information for AUGUST:

Please Note:

You will be charged a non-refundable deposit for the first night shortly after you've made the booking. The other nights can be cancelled, however 72h notice must be given. In the case of no show up, you will be charged for the whole stay.

There is a MINIMUM OF 2 NIGHTS stay during Fringe Festival in August (exceptions could be made if there are gaps between the bookings).

IMPORTANT information for CHRISTMAS AND NEW YEAR

Please Note:

You will be charged a non-refundable deposit for the first night shortly after you've made the booking. The other nights can be cancelled, however 72h notice must be given. In the case of no show up, you will be charged for the whole stay.

There is a MINIMUM OF 3 NIGHTS stay from 22nd December to 2nd January (exceptions could be made if there are gaps between the bookings).