

Terms & Conditions

These terms and conditions apply when you reserve a room at 4 Friends House in Edinburgh using a digital channel (such as our website).

You must accept these terms and conditions when you make a reservation.

We reserve the right to amend these terms and conditions at any time and you should therefore check them every time you make a reservation. The terms and conditions applying to your reservation will be those in place on the date that you make your reservation and will depend on the type of rate booked, room type and product purchased.

When booked via a third-party: For bookings made through an online booking platform (e.g. Booking.com, Expedia) or third-party travel professionals, please contact them directly for their terms and conditions. We have advised these agents and companies of our cancellation policies.

CANCELLATION POLICY

Should you wish to maintain the right to cancel your room free of charge (up to 3 days before arrival) we recommend booking one of our “Base Rate” rates.

When booked via our website: “Base Rate” reservations for any future arrival date can be changed or cancelled at no charge before 3pm up to 3 days before your scheduled arrival.

Booking a “Base Rate” directly with 4 Friends House will require a valid credit card or debit card to guarantee & hold the room for your scheduled arrival date.

Should you need to cancel your reservation, you must let us know by 3pm or the defined cancellation policy for the rate booked, in most cases, 3 days prior to the date of arrival, or



the full cost of your booking will be charged in the form of a cancellation fee to the credit or debit card you provided during booking.

In case of late cancellation (within 3 days of the arrival date or the defined cancellation policy of the rate booked) or a no-show (reserving a room and subsequently failing to show up on the scheduled arrival date) will be treated as a late cancellation, and you will be charged one night's accommodation rate, equivalent to the first night rate of the applicable booking. The charge will be levied against the credit or debit card you provided during booking.

If you decide to shorten your stay you must inform reception at 4 Friends House that you are staying in by 11:00 UK time on the day you wish to check out. Otherwise you will be charged a cancellation charge equivalent to one night's total accommodation per room booked and other extras booked for the following day. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service.

We recommend that you take out your own travel insurance cover to ensure you are adequately covered for unforeseen circumstances affecting your overnight stay and or trip.

PRICES & TAXES

4 Friends House adopts dynamic pricing and the price of our rooms fluctuates based on demand. When you make a reservation request, we'll give you a total price for the rooms and number of nights you've requested. The price you pay is the price quoted to you at the time you make your reservation.

Room prices are quoted based on the number of occupants per room and are based on a per night rate and are inclusive of VAT and City Taxes at the applicable rate at the time of your reservation. If the rate of VAT or City Tax changes between the date of your reservation and the date of your stay, we reserve the right to adjust the rate of VAT and City Tax to the price you pay.

If you have questions regarding an upcoming reservation, please contact our support team for assistance by calling our central contact, messaging via our online chat facility or contact us via the email addresses: info@4friendshouse.co.uk

Check-in is from 15:00. If you arrive before then you can check if there is a room available for check-in otherwise you can use our luggage store to store your luggage and explore the city! Check-out is by 11:00 so please make sure you (and your belongings) are out of the room by then. Luggage storage can be arranged with reception. If you're late to check-out then you'll be asked to pay for another night!

IDENTIFICATION

Please make sure to bring a valid photo identification with you, preferably a passport, government issued I.D. card or driving license. You'll need this to check in.

AGE RESTRICTIONS

Bookings cannot be accepted from any person under the age of 18 unless they are accompanied by an adult (18 or over).

PARKING

4 Friends House does not have private parking available. Street parking is possible at a location nearby (reservation is not possible), but is not guaranteed.

LENGTH OF STAY

4 Friends House is a short stay accommodation and therefore 4 Friends House operates a 14-day maximum stay policy. After this, a period of 1 month must pass before the guest can book again.

Please be aware that we accept Mastercard, Visa, PayPal and American Express card payments for online bookings. We do not accept Diners Club cards or any other card. Cash is only accepted for walk-in bookings.

If we are unable to charge the card the reservation may be cancelled.

BASE RATES

No deposit taken at the time of booking, the guest will be charged a prepayment of the total price 3 days prior to arrival.

NON-REFUNDABLE RATES

Full payment will be taken within 24 hours of your booking.

DUAL RATE SELECTION

If both non-refundable rates and Standard rates are chosen in the same reservation, the most restrictive rate policy applies. i.e It will default to non-refundable rates for the entire reservation.

GROUP BOOKINGS

Bookings of 4 rooms or more will be defined as a "Group Booking".

Any booking of 4 rooms or more is defined as a group booking. If 4 or more rooms are booked across one or more nights, then the booking will be subject to our "Group booking terms and conditions" which supersede our general terms and condition above.



Please note: 4 Friends House will not accommodate school groups and hen, stag or similar parties

A non-refundable deposit of 20% will be charged to secure the reservation. The remaining balance will be requested 28 days prior to the group's arrival date.

CANCELLATION POLICY

BASE RATE

If cancelled within 3 days prior to arrival date or in the event of a no show the full balance of the booking will be charged.

NON-REFUNDABLE

No amendments allowed and if cancelled no refund will be offered.

SPECIAL OFFERS AND PACKAGES

4 Friends House runs various promotions throughout the year, these promotions can have different terms and conditions, so please make sure to read the terms and conditions of these promos before you make a reservation.

GUEST BEHAVIOUR

The comfort, safety and security of our guests is important to us. 4 Friends House reserves the right to refuse any guest(s) who, in the opinion of our staff, compromise the comfort, safety or security of other guests, staff or residents and will be asked to leave the hostel premises and will not be given a refund.



Guests are expected to respect other guests as well as staff, residents and property. Guests will be expected to reimburse 4 Friends House for any damage caused by inappropriate behaviour during their stay.

NO SMOKING

Smoking is not permitted anywhere in the guesthouse. Any guest found smoking inside the building, outside of the designated areas, will be fined for the costs caused and asked to leave the premises immediately. A refund will not be issued for the stay.

NO DRUGS

Any guest found using drugs will be asked to leave the premises immediately. A refund will not be issued.

ALCOHOL CONSUMPTION

Guests cannot bring their own alcohol into the premises.

PERSONAL PROPERTY

It is a guest's responsibility to ensure that personal belongings are secure at all times. 4 Friends House accepts no liability for the loss, theft or damage to guests' property, however sustained or caused.

DAMAGE TO OUR PROPERTY

Guests will be expected to reimburse 4 Friends House for any damage caused by inappropriate behaviour during their stay.

Except in relation to death or personal injury caused by our negligence, 4 Friends House liability remains, at all times, limited to the value of the services booked, excluding any amendment charges paid to us.

YOUR INFORMATION

4 Friends House will only store and use information you supply to us or which is supplied to us for the purposes of carrying out a contract with you, and to inform you of other services and offers which we make available from time to time. If you do not wish to receive such information please let us know by using our contact form or by writing to us at 106 Ferry Road, EH6 4PG, Edinburgh, United Kingdom.

WIFI AND PUBLIC NETWORKS

Please be advised that using public Wi-Fi networks involves inherent security risks. While we strive to implement robust security measures to protect your data within our systems, we cannot guarantee the security of information transmitted over public Wi-Fi connections.

Public Wi-Fi networks are susceptible to unauthorized access, interception, and other malicious activities that may compromise the confidentiality of your data. We strongly recommend exercising caution and taking necessary precautions when accessing our services or transmitting sensitive information over public Wi-Fi. It is advisable to use secure, password-protected networks and employ encryption tools, such as virtual private networks (VPNs), to enhance the security of your data during transmission. By utilizing our services over public Wi-Fi, you acknowledge and accept these inherent risks, and we disclaim any liability for unauthorized access or data breaches arising from such usage.

ERRORS AND OMISSIONS

Any omission or error in sales literature, web pages/sites, order form, quotation, price list, order acknowledgement, dispatch note, invoice 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 is reasonably possible thereafter.

DISCRETION

All bookings are subject to availability and 4 Friends House reserves the right to decline any booking at its discretion.

REFUNDS

In the event of Force Majeure (governmental action, transportation interruption, terrorist attack, acts of God...) affecting your booking, 4 Friends House is unable to refund customers and we reserve the right to receive any outstanding payments in connection to your confirmed booking.

Disclaimer

By accessing and using the Website, or any of the information on it, you acknowledge that, while reasonable endeavours have been used to ensure that all information contained on the Website is correct, accurate and up to date, 4 Friends House make no warranties, representations or undertakings that the material on the Website will be free from infections, viruses, worms, trojan horses and/or other codes that have contaminating or destructive properties. (It is your responsibility to take protective steps such as virus checking).

GROUPS OF 8 OR MORE GUESTS

Amendments free of charge up to 28 days prior to arrival, if you cancel within 28 days prior to arrival or fail to arrive the full amount of the reservation will be charged

If you arrive a day late without informing the guest house, your reservation may be cancelled. We will try and find you a room, but this may not be in the same room type booked and may incur extra charges.

We do not offer coach parking, please ensure that drivers are fully aware of this and have organised proper coach parking prior to arrival.

Due to the layout of the buildings and the room types chosen, we can't always accommodate groups on the same floor. We will, however, do our best to place them as close together as possible.

We must receive a rooming list for each group at least 1 week prior to arrival. This list must include the names of the guests, room allocations and the name of leaders.

On arrival a 'code of conduct' must be filled out by a group leader. It is company policy to charge a fully refundable damage deposit of 250GBP per room. Your credit card will be "Pre - Authorized" for this.

UNDER 18S

Note that school groups (under 18s) are not accepted at 4 Friends House.

ARRIVAL/DEPARTURE

Check-in time is from 15:00.

Check-out is until 11:00. If the rooms are not vacated by that time, a late check-out fine will be applied.

Groups are required to check-in and check-out all together. If this isn't possible, please advise the group reservations team in advance.

We offer free luggage storage before check-in and after check-out. Due to limited space, please let us know in advance if this is something your group will need.



Reception is open until 6pm, but you can contact the Manager on Duty at any time for emergencies to the phone number provided at the time of check-in

We will accommodate the number of people in the room types pre-confirmed by you via email. If more people arrive, they will be asked to pay the available rate at check-in.

IN HOUSE

Smoking inside the building is against the law. Any guest found smoking/vaping in the building will be fined for the costs caused.

Any guest found using drugs in the building will be asked to leave the premises immediately; no refund will be offered.

Guests will be expected to reimburse 4 Friends House for any damages caused by inappropriate behaviour during their stay.

Sorry! We can't accept delivery of packed lunches/tickets ordered by external companies at 4 Friends House. If you're looking for lunches or tickets for your group, we can arrange them – just let us know.

Please make sure guests have adequate travel insurance. We can't take responsibility for any lost or stolen property.

PAYMENT

A non-refundable deposit of 20% of the reservation is to be paid within 14 days of confirming the booking.

The remaining balance is due 28 days prior to arrival.

CANCELLATION POLICY

Cancellations must be emailed to: info@4friendshouse.co.uk.

If a whole reservation is cancelled up to 28 days before the arrival date, the accommodation deposit (20%) will not be refunded.

The group reservation can be amended free of charge up to 28 days prior to arrival. If due to the amendments the value of the reservation falls below the original deposit amount, then we will not be able to refund the difference. If you cancel your group reservation less than 28 days before your day of arrival, no refund will be given, and the outstanding amount will be due.

If you are booking within 28 days of your arrival date, no refund will be given for any cancellation or amendments, and the full amount will be due immediately.

In the event of Force Majeure (governmental action, transportation interruption, terrorist attack, acts of God...) affecting your booking, we reserve the right to receive any outstanding payments in connection to your confirmed booking.

PLEASE NOTE

These T&Cs and groups guidelines exist to make sure that your group and 4 Friends House enter into a relationship of mutual understanding and to make sure that 4 Friends House is a safe and welcoming place to stay.

By confirming a group reservation at 4 Friends House, regardless if this sheet is signed, you are agreeing to the above terms & conditions.